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# Large Retail / Commercial Urban Design Guidelines

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THE CITY OF CALGARY

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There is an additional Supporting Information document that accompanies the Large Retail /Commercial Urban Design Guidelines

# A URBAN DESIGN GUIDELINES Introduction

# A INTRODUCTION

## Guidelines for Calgary's Commercial Areas

The Urban Design Guidelines serve as a guide and inspiration for future development decisions for the enhancement and new development of medium and large-format commercial development sites outside of the Centre City area. The Guidelines are rooted in and expand upon the objectives of the Municipal Development Plan (MDP) to develop commercial sites with improved form and function that are well-integrated, vibrant and walkable, within development patterns that allow for greater diversity, intensity and change. These commercial / retail areas should aspire to better serve community needs, strengthen community focal points and be better designed and more diverse shopping areas.

Today in Calgary, over fifty percent of the City's retail is large-format, typically referred to as "big box" retail. These ever-larger development sites are typically situated at highly visible locations at major intersections or adjacent to expressways or major public streets. The stores are separated from streets and public sidewalks by expansive areas of parking. The transportation infrastructure required to serve this development model tends to separate and isolate commercial sites from their adjacent communities. This development model, persistent across North America since the 1950s, is at odds with the goals and objectives of the MDP.

## MDP and CTP Objectives for Commercial Areas

The Guidelines are based on MDP direction to create comfort, safety and connectivity, and increase walkability and economic sustainability in all commercial areas. Each Guideline is crafted to support a holistic vision of a livable and sustainable city, emphasizing the integration of commercial sites with their urban context. The guidelines promote walkability, transit-based development, and a mix of uses within an integrated system of centres and corridors composed of great streets that make connections, create places for people, embrace "park once" principles and encourage innovation and evolution.

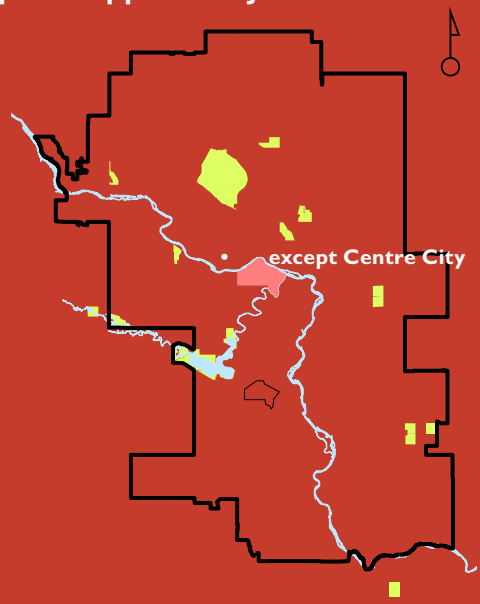
These Guidelines expand upon MDP objectives to encourage vital, viable commercial areas in new and existing retail areas to:

- Achieve high-quality architectural design;
- Enhance the character and quality of the surrounding neighbourhoods and communities;
- Enhance their environmental performance;
- Encourage the use of green building technologies and site design features;
- Play a special role in providing publicly accessible spaces and in shaping unique public gathering destinations across the city;
- Enhance the pedestrian environment within both development sites and public streets.

### Intent

The Guidelines outline The City's expectations with regard to the design of all parcels forming part of a comprehensive commercial development and are intended to assist developers, communities, City Administration and City Council and Committees in the consistent development, review, and consideration of commercial retail.

### Spatial Applicability



## Applicability of the Guidelines

The Large Retail / Commercial Design Guidelines apply to all commercial sites in Calgary's developed and developing areas that provide a retail component of more than 9,300 $m^2$ (100,000 $ft^2$). There are no other locational restrictions. Retail / commercial development are categorized in the MDP, based on gross retail floor area.

These Guidelines apply to all existing retrofits and future retail development formats and including, but not limited to: community/town centres, regional enclosed centres, enclosed or open super-regional centres, power centres, warehouse club centres, factory outlet centres, enclosed or hybrid retail areas, and lifestyle centres. *

The Guidelines apply to all public and private lands including public and private streets necessary to serve a commercial retail area.

* See Glossary

### Design Innovation

The Guidelines are intended to invite creativity from designers and landowners. There may be quality solutions that achieve the desired urban design principles that are not included in this document which may be appropriate given the specificity of the opportunities and constraints of a development site and the nature of on-going advances in innovative and sustainable building and site development practices. As such, it is important to view the Guidelines as a set of desirable outcomes based on the broad principles, rationale and specific implementation directions for the physical components of the public realm as they relate to the common good of the city.

### Coordinated and Consistent Direction

The Guidelines provide direction in a coordinated and consistent manner, for all levels of land development and planning, while allowing for innovation. It is not intended to act as an additional layer to the application review process, but to bring clarity and certainty by providing a shared interpretation of MDP and policy objectives which can be accessed by both planners and applicants.

| Relevant Retail Centre Categories | | Comparable IP2007 District |
|---|---|---|
| **Retail Centre Category** | **Size (retail units only)** | |
| **Super Regional Retail** | Larger than 93,000$m^2$ / 1 M $ft^2$ | C-R1, C-R2, C-R-3, C-C1, C-C2, C-COR1, C-COR2, C-COR3 |
| **Regional Retail I** | 46,500 to 93,000$m^2$ / 500,000—1 M $ft^2$ | |
| **Regional Retail II** | 9,300—46, 500 $m^2$ / 100,000—500,000 $ft^2$ | |
| **Community Retail I** | Approx 9,300 $m^2$/100,000 $ft^2$ | C-N1, C-N2 |

## MDP Urban Design Elements

## CREATE GREAT STREETS

- connectivity & continuity
- context & appropriateness
- functional & aesthetic integration
- flexibility & adaptability
- wayfinding & orientation
- comfort & safety
- enclosure & human scale
- vitality & animation
- diversity & variety
- legibility & accessibility
- creativity & innovation
- quality & durability
- sustainability & accountability

## Big Ideas

## Principles

| Urban Context | | Active Streets | | Public Realm | |
|---|---|---|---|---|---|
| **Reinforce Urban Context and Character** | Location, distribution and function<br>Neighbourhood integration | **Create Vibrant Retail Streets** | Walkable street network<br>Create Primary Retail Streets<br>Create Secondary Retail Streets | **Emphasize Site Entry** | Main site entry location<br>Site entry features<br>Building orientation, interface, and uses |
| **Build the Outside Edge** | Site edge as retail street | **Design for All Seasons** | Weather protection<br>Pedestrian circulation<br>Animated sites | **Create Amenity Space** | Amenity space, uses and interface<br>Central amenity space as focal point |
| **Make Connections** | Coherent streets and blocks<br>Direct pedestrian and cyclist linkages | **Design Engaging Retail Buildings** | Building design<br>Building entries<br>Large anchor store | **Provide Significant Landscaping** | Innovative stormwater management techniques<br>Landscaping to enhance site features<br>Linear green spaces |
| **Mix the Uses and Spaces and Anticipate Adaptability** | Mixed use sites<br>Adaptable sites with capacity to intensify | **Get the Parking Right** | Surface parking layout and location<br>Integrated landscaping in surface parking areas<br>Structured parking | **Minimize Site Servicing Impacts** | Loading, waste and recycling |
| **Embed Transit** | Integrated transit connections<br>Transit amenities | | | | |

**Urban Design Guidelines**

# A INTRODUCTION
## Big Ideas

Regardless of how a customer arrives at a commercial site, every shopping trip begins and ends with people on foot. Therefore, it is appropriate to create an inviting commercial area where all users, including families, employees and social users are welcomed. Creating a commercial site **where customers are comfortable walking** requires more than clustering uses together. Locating stores and businesses in close proximity to each other, while essential, is usually not enough on its own to encourage walking rather than driving.

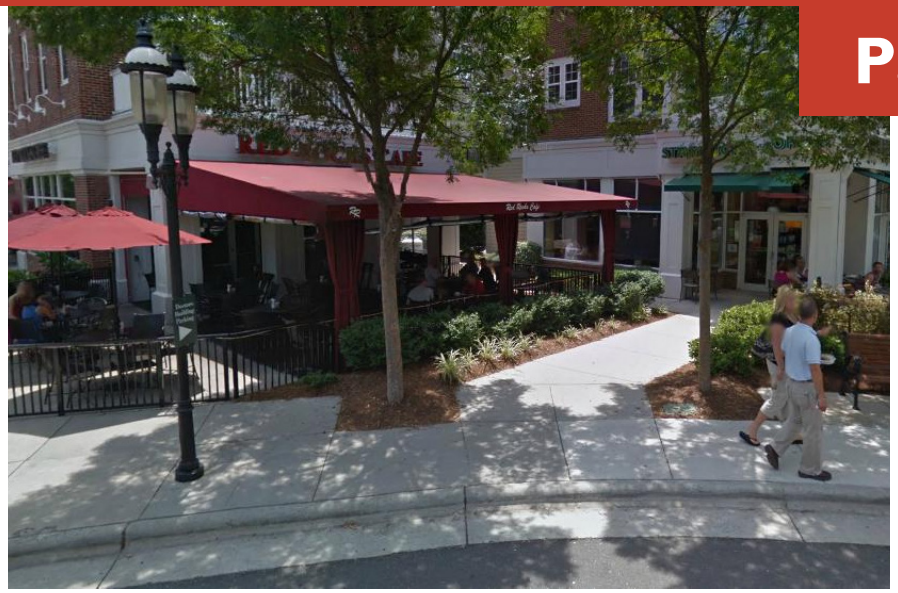
## Make Connections

Walkable urban environments have several additional **key qualities** such as a fine-grained network of sidewalks with frequent intersections; buildings that reflect human scale and incorporate engaging detailing; interesting streetscapes that are easy, safe and appealing to walk in; and ample trees and green spaces.

## Create Great Streets

# Places for People

Building complete, healthy communities requires that commercial areas be places where **community comes together.** That means the **sites are walkable,** with connections that extend into neighbouring communities, inviting entries, good architecture, carefully crafted amenity spaces, and a mix of professional services, offices and entertainment facilities.



## Park Once

Encourage walking within retail areas by ensuring that the components of the development, including the roadways, pedestrian and cycle routes, and transit connections create an environment that is hospitable **during the day and the evening in both the summer and the winter.**

# B URBAN DESIGN GUIDELINES

# 1.0 Urban Context

PRINCIPLE

**1.1 REINFORCE URBAN CONTEXT AND CHARACTER**

Urban Context refers to the broader setting of the development – including the existing physical surroundings or neighbouring communities, and the preferred future form and function of the area.

Commercial areas should contribute to overall good community design by enhancing the character and quality of neighbourhoods, streets and the public realm, and by connecting the development of buildings and sites to the design of neighbourhoods and the larger community within the urban context.

**1.1 Policy Support**

**MDP 4.1.2.g.** Support comprehensively planned retail developments at all scales to provide for high quality public systems.

**MDP4.1.2.h.iii:** Facilitate the development of retail areas within communities by providing conveniently located, safe and accessible pedestrian linkages that connect retail entrances with internal and public pedestrian networks and transit stops.

**Calgary Transportation Plan**

**CTP 1.4.2.** Create walkable environments.

## 1.1.1 Location, Distribution and Function

a. Respect and accentuate local topography, natural beauty and prominent views, especially mountain, river and downtown views, beyond the boundary of the commercial site.

b. Contribute to a development pattern and street network that provides fluid connectivity for transit users, cyclists and pedestrians, and direct access to transportation networks.

## 1.1.2 Neighbourhood Integration

a. Ensure a sensitive interface and seamless integration of development intensity, uses, built form, and street infrastructure between residential areas and commercial areas.

b. Provide good walkable access by creating numerous, pronounced, visible, and convenient route connections from the site to its surrounding existing, or planned communities and their street network.

Commercial site provides access to nearby residential area

Commercial site integrated into neighbourhood

PRINCIPLE

## 1.2 BUILD THE OUTSIDE EDGE

Commercial development should actively address and positively contribute to the surrounding communities. In order to achieve this, the quality of the bounding road and the way the site relates to its perimeter must be considered.

Determine a perimeter street or sections of the perimeter street that support development of an active outside edge in terms of function and economics. Locate commercial areas along "complete street" street types that permit elements such as on-street parking and sidewalks, and accommodate multi-modal traffic.

Development along the outside edge should include engaging building fronts located near and oriented to the street. Display windows, commercial unit entries, multiple pedestrian access points, human scale building detailing, and signage, as well as landscaping, pedestrian-level lighting and site furniture all help to create an active site edge.

**1.2 Policy Support**

**CTP 1.4.3:** Foster distinctive, attractive communities with a strong sense of place.

**CTP 3.7 Complete Streets:** Increase the attractiveness, convenience and safety of all modes of transportation by creating a new selection of multi-modal streets that emphasize different modes of transportation, incorporate elements of green infrastructure and function in the context of surrounding land uses.

### 1.2.1 Site Edge as Retail Street

a. Provide and locate all new Super-Regional, Regional 1, Regional 2, and Community Retail 1 sites with at least one public Livable Street frontage: Activity Centre Street, Primary Collector, Collector Street, or Neighbourhood Boulevard, as identified in the Complete Streets Guide 2014.

b. Develop Primary Retail Street commercial frontage wherever a Super-regional, Regional 1, or Regional 2 site is bounded by the above road types (see 2.1.2 Create a Primary Retail Street). The internal site design is to meet the Guideline's direction for an internal grid of Primary and Secondary Retail Streets.

c. Coordinate the external street layout with the internal street system (See 2.1.1 Walkable Street Network).

d. Connect internal Primary Retail Streets to public Livable Streets and create main site entries at these locations (see 3.1 Emphasize Site Entry).

**Fig.1:** Public Livable Street

Retail and commercial development are oriented to Public Livable Streets and are supported by Primary and Secondary Retail Street development within the site.

- Public Livable Street
- Private Primary Retail Street
- Private Secondary Retail Street
- Residential
- Parking

Uses oriented to site perimeter

PRINCIPLE

## 1.3 MAKE CONNECTIONS

Connectivity ties together the development of buildings and sites to the design of neighbourhoods and the larger community. Smaller scaled blocks, a gridded and connected street pattern, visual links between sites, building spacing and arrangement, and public realm infrastructure such as continuous sidewalks create better connections to an area, and a compelling experience of streets and buildings.

The Complete Streets Guide (2014) includes connectivity indices with which to evaluate the effectiveness of connectivity measures.

**1.3 Policy Support**

**MDP2.4.3a:** Design streets and sidewalks to encourage pedestrian comfort, safety and linkages between neighbourhoods, open spaces and adjacent land uses

**MDP4.1.2.h.iii:** Facilitate the development of retail areas within communities by providing conveniently located, safe and accessible pedestrian linkages that connect retail entrances with internal and public pedestrian networks and transit stops.

**CTP 3.2.g:** Safe, barrier-free walkways and pathways should be provided in community designs to reduce pedestrian and bicycle distance to transit service and community amenities.

**Barrier Free / Access Design Policies and Manuals**

**Complete Streets Guide (2014)**

### 1.3.1 Coherent Streets and Blocks

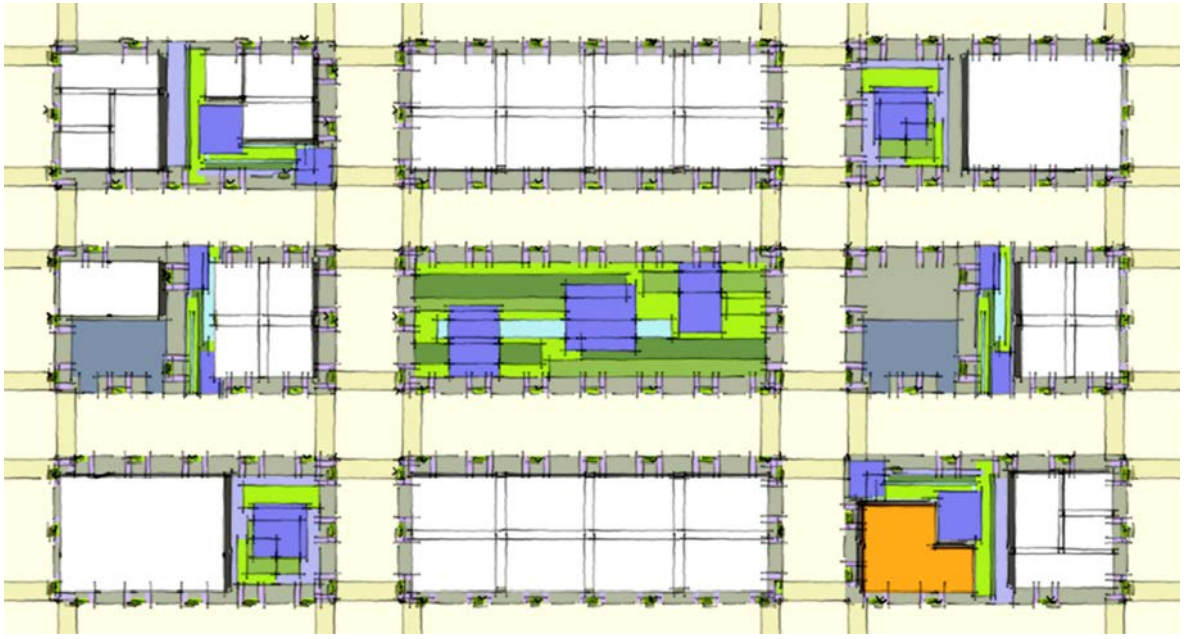
a. Extend the surrounding street structure to create direct connections into and throughout all phases of the site; avoid creating a new independent road network that is unconnected and fragmented.

b. Create an internal network of streets that is efficient, viable, highly marketable, and continuous between multiple phases of a larger site development.

c. Provide a choice of vehicular routes and pedestrian paths along lines that maximize connectivity and linkages.

d. Provide a context plan or master plan with the application to demonstrate the relationship of all phases with eachother and with the surrounding street network.

**Fig. 2:** Idealized street block format



Public street network extends into commercial site and creates multiple pedestrian and vehicular connections into the site

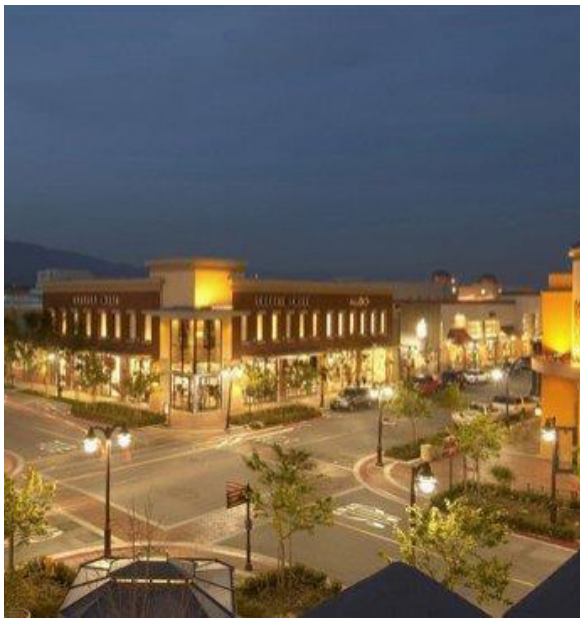
Commercial site provides access to nearby residential area

## 1.3.2 Direct Pedestrian and Cycling Linkages

a. Connect sidewalks and link bike routes directly to existing or proposed routes in adjacent communities.

b. Create a continuous and connected pedestrian network within the site. Avoid sidewalks with dead-ends at parking lots, building structures, drive-aisles, roadways, berms, landscaping et cetera, at the periphery of commercial areas and within the site.

c. Locate inviting, pedestrian-friendly features with clear visual markers of pedestrian routes and amenities at the site's entry points. Provide facilities to support alternate transportation options.



Clear and connected pedestrian linkages from nearby destinations to site

Provide convenient, well-placed amenities to accommodate all modes of transporation.

Build the outside edge along a livable public street as a retail area

PRINCIPLE

## 1.4 MIX THE USES AND ANTICIPATE ADAPTABILITY

The MDP emphasizes redevelopment, improvements and expansion of existing retail areas. Better designed, more diverse and resilient commercial areas are encouraged in order to create and strengthen community focal points and optimize the use of public transportation and other service infrastructure.

On a site-wide scale consider mixed-use components in any Super-Regional Retail, Regional Retail 1, Regional Retail 2, and Community Retail 1 developments.

**1.4 Policy Support**

**MDP 4.1.2 c:** The city should strive to achieve an appropriate mix of retail types within each of the nine retail sectors.

**MDP 4.1.2 e:** Create and retain viable local retail and mixed-use areas that encourage business creation, residential development and community services.

**CTP 1.4.6:** Mix land uses.

**CTP 1.4.8:** Support compact development.

### 1.4.1 Mixed Use Sites

a. Demonstrate that the mix of uses creates a highly functional and visually appealing public realm within the site by:

   i. increasing street frontage and building edge conditions; and
   ii. increasing pedestrian activities on streets and in amenity spaces.

**Fig 3:** Commercial, retail, service, office, recreational and residential uses mix across the site at an initial stage

## 1.4.2 Adaptable Sites with Capacity to Intensify

a. Design sites with a retail component larger than 9,300 $m^2$/100,000 $ft^2$, in a way that allows for adaptability to accommodate a broader range of uses and future growth.

b. Develop a comprehensive plan that demonstrates a possible long-term build-up of the commercial site, considering:

   i. Public realm;
   ii. External and internal mobility connection;
   iii. Street network and palette of street types;
   iv. Green infrastructure;
   v. Building mass;
   vi. Location;
   vii. Specific needs of existing retailers;
   viii. Challenges of retail area size and context.

**Fig 4:** Potential long-term intensification and mix of uses on site compare with figure 3

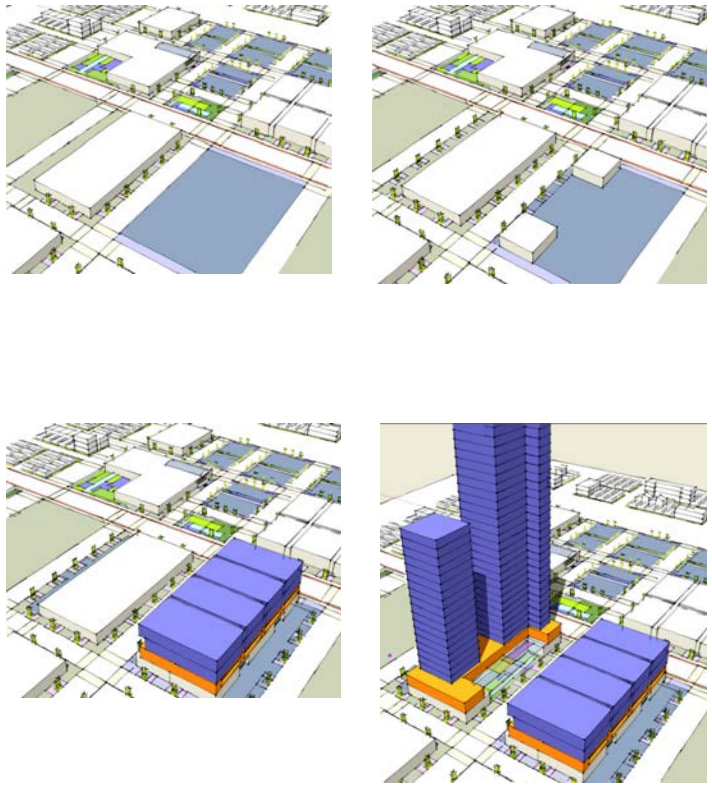



**Fig. 5:** Large anchor site transition-over-time example within established street grid

PRINCIPLE
**1.5** EMBED TRANSIT

Transit stops should be embedded into the design of commercial sites as a focal point, and located within a direct, safe, continuous and clearly defined pedestrian network connecting on-site buildings and amenities. This allows transit users convenient access to and from the development and encourages transit use.

Super-Regional and Regional I Sites should have transit stops and transit hubs within the site rather than along the periphery. Regional 2 and some Regional 1 sites should be provided at on-site transit stops. Work with transit to ensure that operational requirements can be addressed while maintaining overall urban design goals.

**1.5 Policy Support**

**MDP2.4.3a:** Design streets and sidewalks to encourage pedestrian comfort, safety and linkages between neighbourhoods, open spaces and adjacent land uses.

**MDP4.1.2.o:** Retail sites should be planned around transit stops or stations and should provide good accessibility by a variety of modes to provide connections to surrounding neighbourhoods and developments.

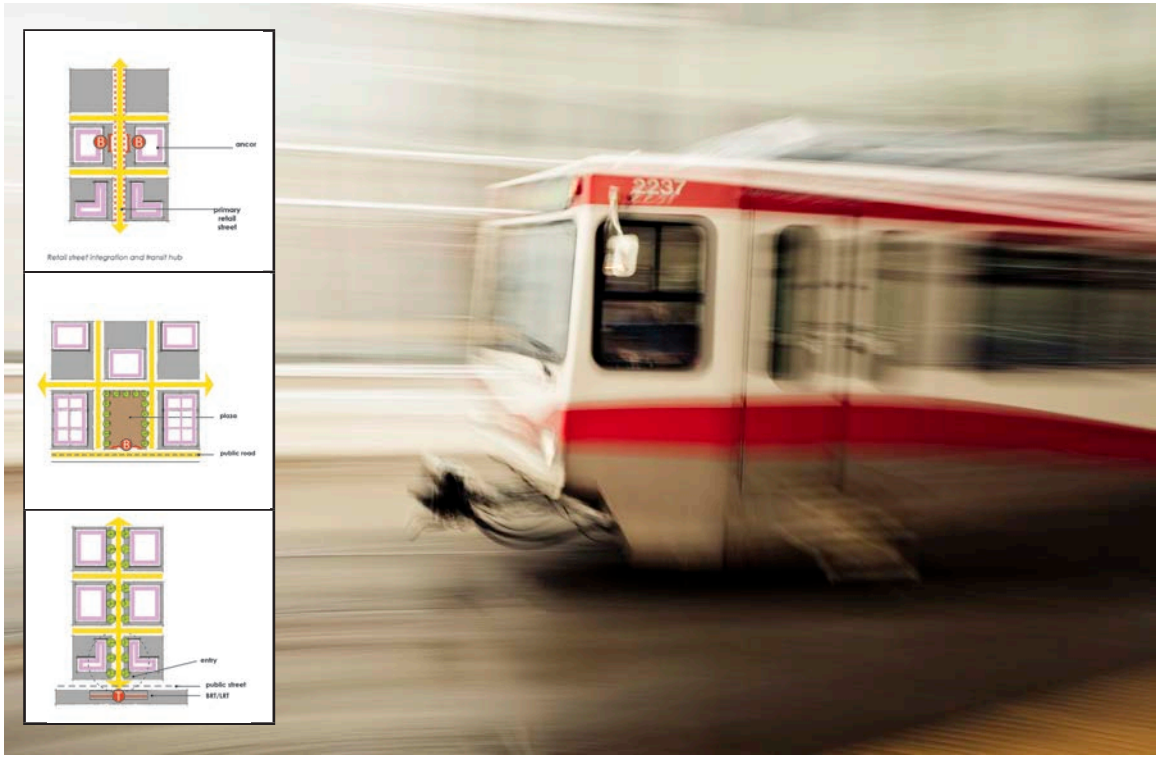
**Transit Oriented Development Planning Framework**

## **1.5.1** Integrate Transit Connections

a. Integrate transit into all large format sites.

b. Integrate and connect transit hubs and transit stops with on-site destinations such as i) Primary Retail Street; ii) amenity spaces or plazas; iii) transit loops; or iv) site entries.

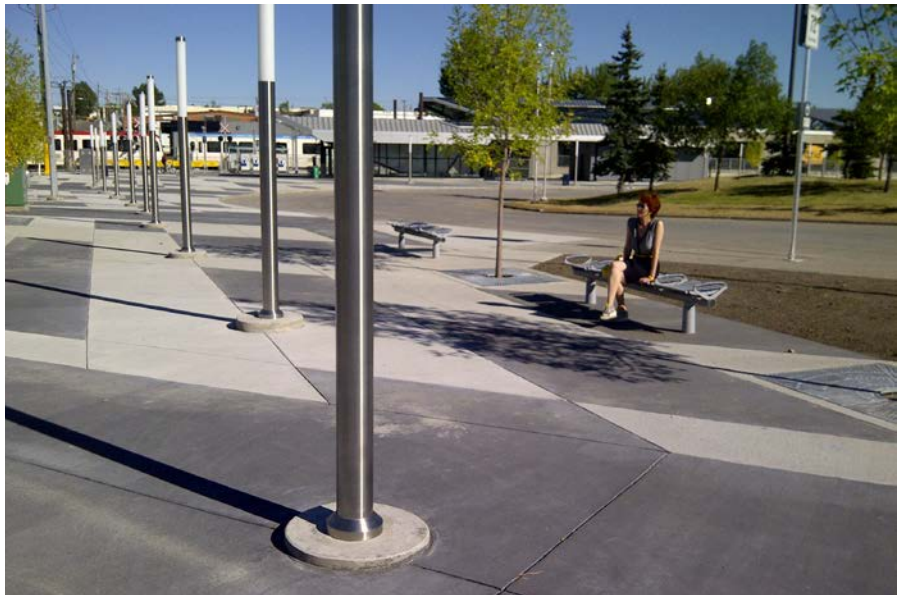
c. Ensure that transit stops and transit hubs are directly faced by active building frontages and retail entries.



## 1.5.2 Transit Amenities

a. Equip transit stops and transit hubs with well-lit, covered waiting areas, benches and wayfinding signage.

b. Encourage a range of small-scale retail adjacent to the transit stop.



At-site LRT - Chinook Station

On-site transit stop - Chinook

# 2.0 Active Streets

## PRINCIPLE

## 2.1 CREATE VIBRANT RETAIL STREETS

Private streets in commercial areas should be attractive, active, and green, and prioritize pedestrian needs. Provide a grid-type block of Primary and Secondary retail streets to break down large sites to a scale that is inviting and encourages walking. The retail street functions as the back-bone of the site, and allows for future infill development, redevelopment and intensification of use.

Public livable streets are to be built up as vibrant retail streets where they border retail sites.

### 2.1 Policy Support

**MDP2.4.3.b:** Safe pedestrian connections, transit shelters, bicycle parking, benches and clear wayfinding signage should be provided to facilitate all travel modes.

**MDP2.4.3.c:** Provide sufficient and uniform sidewalk width to allow for comfortable and safe pedestrian traffic, the planting of trees and additional landscaping and wayfinding elements. Sidewalks should enhance the visual character of streets with landscaping and buffer planting used to reduce the impacts of vehicular traffic.

**MDP3.3.1. j:** Create an internal street network that is interconnected, multi-modal and recognizes the needs of all users, in accordance with the Local Transportation Connectivity policies of the CTP.

**Bicycle Policy and Design Report**
**Pedestrian Policy Report**
**Complete Streets Guide (2013)**

## 2.1.1 Walkable Street Network

a. Lay out internal streets in a pattern that is efficient, livable, healthy and highly marketable. Wherever possible, create a geometric grid or modified grid with block lengths and/or depths between 90 and 200 metres. Coordinate the internal street layout with the external street system (See 1.2.1 Site Edge As Retail Street).
b. Create a street network based on an organizational hierarchy of walkable street types that allow retail frontage options and public realm qualities from the onset (see 2.1.2 Create a Primary Retail Street, 2.1.3 Create Secondary Retail Streets). All streets and portions of streets within the site are to be developed as a Primary or Secondary Retail Street.
c. Treat intersections as key pieces of the public realm.
d. Create mid-block pedestrian connections in appropriate locations, such as a mews between commercial building, in order to increase permeability and choice of routes.
e. Connect all street blocks, building entries, transit stops, public amenity spaces and other site destinations with a continuous, on-site pedestrian circulation network.
f. Create sight lines and terminal views to feature prominent building facades, landscaping or natural features, either within or beyond the boundary of the site, especially within large commercial sites.
g. Provide pedestrian-level lighting in addition to street lighting to create pedestrian comfort and animate the site.
h. Locate pedestrian-scaled wayfinding signs at selected street locations to identify retail destinations, site amenities, bike parking locations, transit connections, et cetera.
i. Utilize ramps at intersections, pedestrian routes and public spaces to improve accessibility for shopping carts, wheel chairs, strollers, bikes, et cetera.

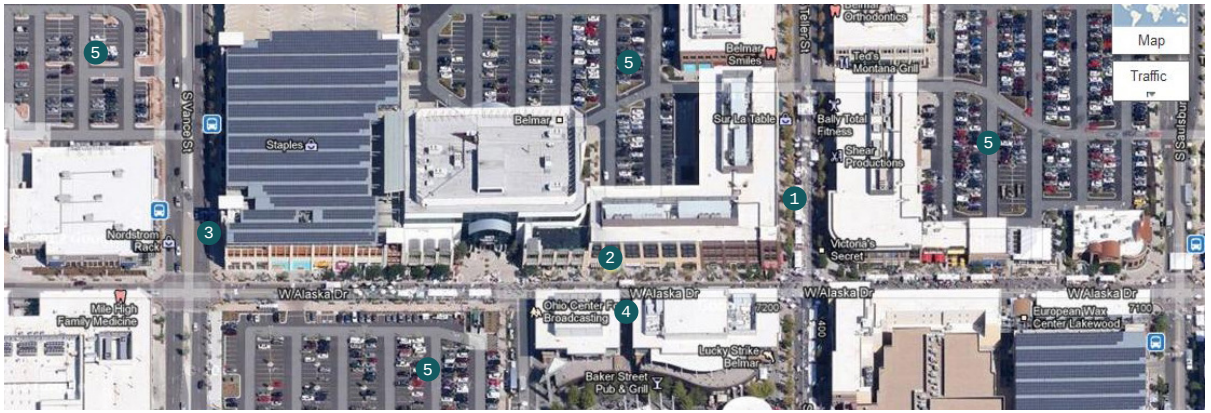



**Figure 7:** Site layout example with hierarchy of Primary and Secondary Retail Streets

1. Primary Retail Street with on-street parking, marked cycle paths, sidewalks
2. Secondary Retail Street
3. Public street and transit route
4. Pedestrian mews to connect retail street with surface parking
5. Variety of surface and structured parking areas and configurations

Primary Retail Street originates at site entry

**Fig 8:** Potential grid of streets for Super-Regional Sites

Activity Centre Streets accommodate on-street parking

Animated public realm

Mid-block pedestrian connections, such as mews, enhance site walkability

## 2.1.2 Create Primary Retail Streets (Activity Centre Streets)

Design the Primary Retail Street as a private shopping street faced by front facades of retail/commercial units and provide direct physical and visual access to these units. Key street elements to be provided on both sides of the street are generous public realm zones and on-street parking. The street cross section should be congruent with the specifications of the Complete Streets Guide. (see also: 1.2. Build the Outside Edge)

See pg. 24-25 Primary Retail Street diagram.

**Fig 9 Primary Retail Street Cross Section**: Final arrangement of Primary Retail Street elements and width at the transportation planning stage

## 2.1.3 Create Secondary Retail Streets (Activity Centre Streets)

Design a Secondary Retail Street that accommodates vehicular access to surface or structured parking, delivery and site servicing, and faced by front facades of retail buildings and commercial units on at least one side of the street. The street cross-section should be congruent with the specifications of the Complete Streets Guide.

See pg. 26-27 Secondary Retail Street diagram.

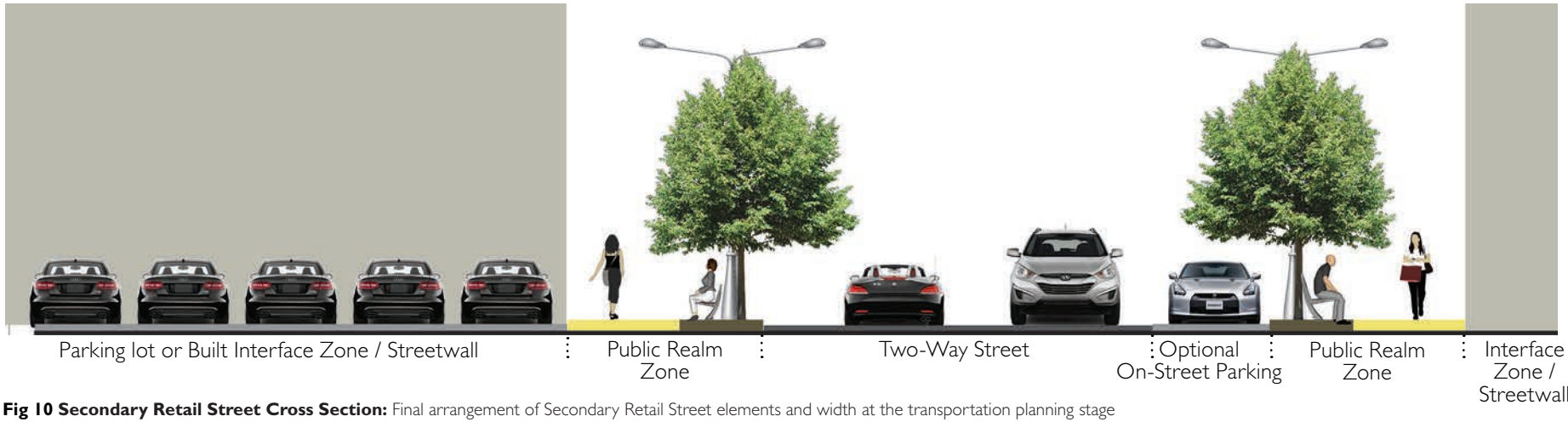



**Fig 10 Secondary Retail Street Cross Section:** Final arrangement of Secondary Retail Street elements and width at the transportation planning stage

## PRIMARY RETAIL STREET DIAGRAM

A Primary Retail Street should enhance walkability, encourage window shopping and invite lingering by creating an animated and diverse shopping experience.

Create a retail street of "high-street" character through the combination of active uses, transparent building design and engaging pedestrian / cyclist public realm components that functions as the organizational "backbone" of the site.

Create a highly permeable streetwall with strong physical and visual connections to the public realm and street.

### Commercial Uses

1 Provide active store frontage for a minimum of 75% block length, on both sides of the street. The remaining portion of the block length can be developed as plazas, mid-block pedestrian pathways or mews, amenity spaces, merchandise displays, et cetera.

2 Provide a preferred minimum of 5-8 retail units on both sides of the street with their main entries spaced at 100 - 150 m, each representing approximately 200 - 1000 m2 retail space. Larger commercial units, such as anchor stores that desire a Primary Retail Street location, should establish their presence at a scale similar to this smaller unit size. Provide large amounts of transparent glazing.

3 Design all retail streets within the site as either a Primary or Secondary Retail Street type. The Primary Retail Street character should extend the full length of the street, rather than creating discontinuous road sections.

### Streetwall/ Building Facing

4 Create a streetwall on both sides of the street with a consistent 0m setback from the sidewalk of the Primary Retail Street (see: D3 Diagram). Setback exceptions are possible under certain conditions - see 8 and 9.

5 Animate street corners with uses such as cafes or food services. Provide large transparent glazing window displays and create visual permeability whenever possible.

6 Build back-to-back retail units to create street blocks with active store frontages on all sides wherever possible. Utilize mews or retail alleys to connect the Primary Retail Street with parking pods behind the buildings.

### Public Realm Zone

7 Provide a generous and continuous sidewalk zone, and a combined street furniture and tree zone on both sides of the street. Incorporate texture, pattern or colour in sidewalk surfaces to reinforce building entries and animate the ground plane.

### Expanded Public Realm Zone

8 Expand the public realm by creating setback exceptions from the streetwall rule (see 4). Ensure that the total setback exceptions do not exceed 25% of the streetwall of the block length of each side of the street. There are no dimensional requirements for setback exceptions as the proposed use and programming of the space are the primary consideration in determining size and location.

9 Use these setbacks for commercial amenity and/or significant landscaping that contribute to the quality of the Primary Retail Street. Ensure that setbacks are supported by animated facade design and adjacent, related uses such as a patio adjacent to a restaurant.

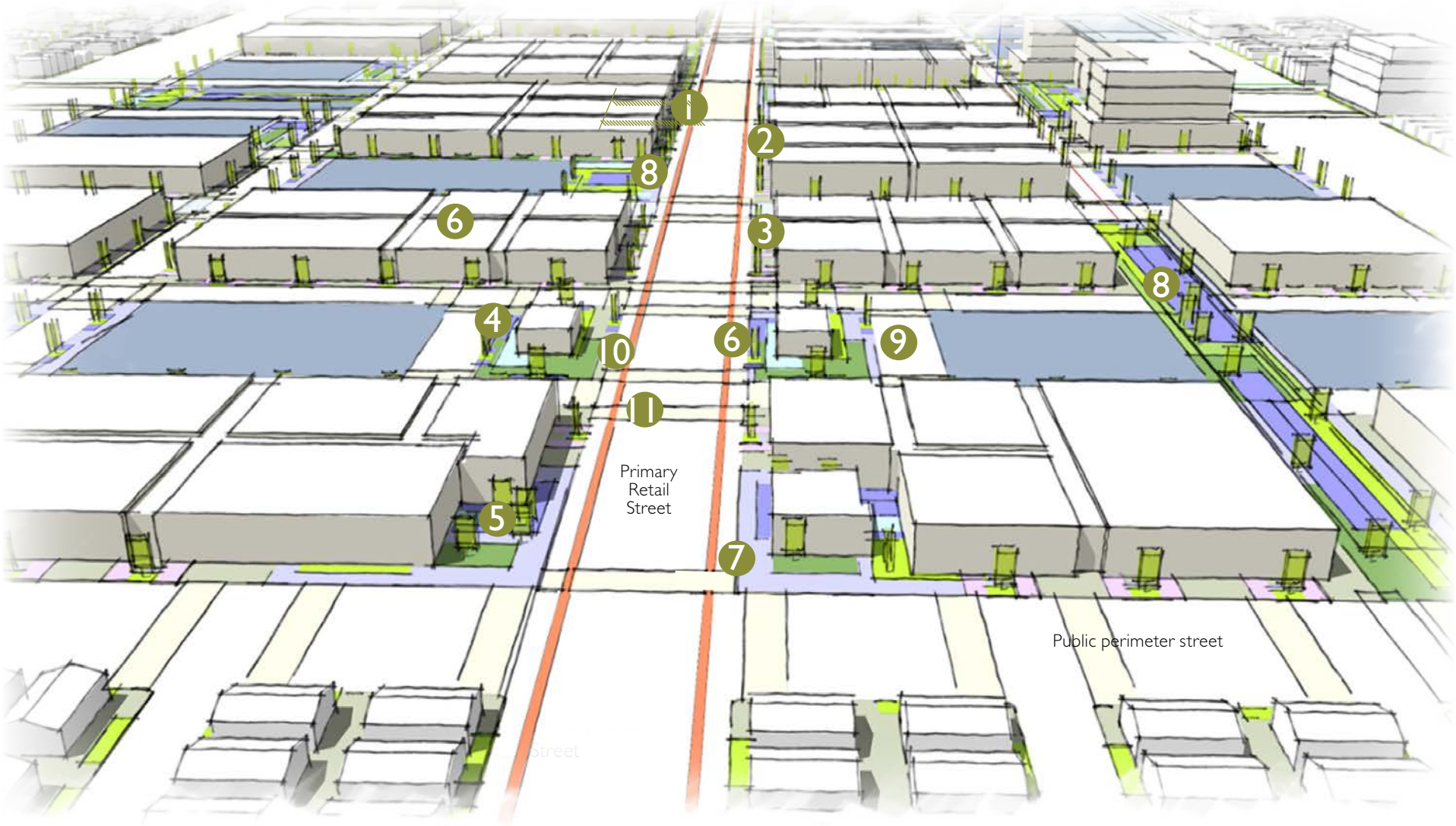
### On-Street Parking

10 Provide on-street parking (parallel parking preferred over angled or perpendicular parking in order to minimize road carriage way) on both sides of the Primary Retail Street. Wide parking lanes are preferred.

### Pedestrian Crossings

11 Incorporate marked pedestrian crossings at all intersections. Provide pedestrian crossings at store fronts with markings or prominent surface materials.

**Fig 11:** Commercial site configuration along Primary Retail Streets



## SECONDARY RETAIL STREET DIAGRAM

A Secondary Retail Street supports the hierarchical grid of streets by connecting all areas of the site in a continuous network for all modes of transportation and accommodates service and parking access.

Create a retail street that demonstrates a balance of pedestrian / cyclist needs along with vehicle, loading, service and delivery.

### Commercial Uses

1. Locate store main frontages, including main entries, for a minimum 75% of block length on at least one side of the street.
2. Ensure that the full length of all retail streets are treated consistently with the selected retail street type rather than creating fragments.

### Streetwall/ Building Face

3. Create a streetwall on one side of the street with a consistent 0m setback from the sidewalk of the Secondary Retail Street (see D3 Diagram). Setback exceptions are possible under certain conditions – see: 8 and 9
4. Provide large, transparent glazing to create visual permeability and increase window displays to showcase merchandise wherever possible.
5. Accommodate specialty stores with long frontages, including anchor stores, and uses that require drive-in cueing lanes.
6. Conceal cueing lanes from the retail street frontage by means such as landscaping, building placement or trellises.

### Public Realm Zone

7. Provide a generous and continuous sidewalk zone and a combined street furniture and tree zone on both sides of the street. Incorporate texture, pattern or colour in sidewalk surfaces to reinforce building entries and animate the ground plane.

### Expanded Public Realm

8. Expand the public realm by creating setback exceptions from the streetwall rule (see: 3). Ensure that the total setback exceptions do not exceed 25% of the block length on at least one side of the street. There are no dimensions for setback exceptions.
9. Use these setbacks for commercial amenity and/or significant landscaping that contribute to the retail street experience. Ensure that setbacks are supported by adjacent, related use (i.e. setback used as a patio adjacent to a restaurant) and animated facade design.

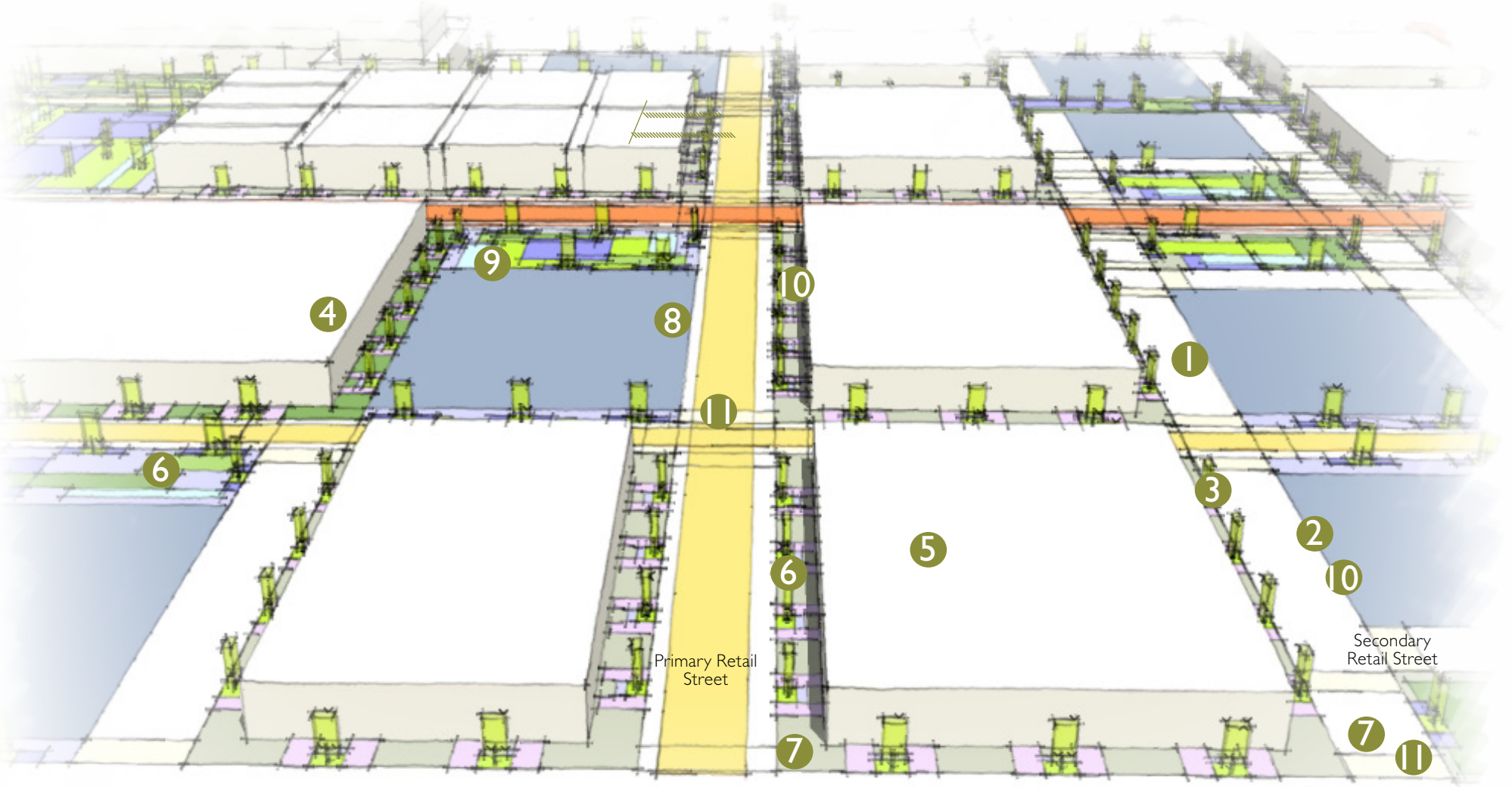
### On-Street Parking

10. On-street parallel parking on one or both sides of the street is optional. Wide parking lanes are preferred.

### Pedestrial Crossings

11. Incorporate marked pedestrian crossings at all intersections. Provide raised pedestrians crossings from parking lots to store entries.

**Fig 12:** Commercial site configuration along Secondary Retail Streets



PRINCIPLE

## 2.2 DESIGN FOR ALL SEASONS

Winter greatly affects the mobility of pedestrians. Cold, snow and extended hours of darkness all influence both the ability and desire of people to walk in winter. Provide a comfortable, safe and accessible pedestrian environment in all seasons and at night.

**2.2 Policy Support**

**MDP2.4.3.e:** Consider seasonal factors when designing the public realm.

### 2.2.1 Weather Adaptation

a. Locate primary pedestrian areas where they are sheltered from winter wind, most frequently from the northwest. Use landscaping and building massing to create desirable microclimates at amenity spaces, transit stop locations, pedestrian mews and Primary Retail Streets.

b. Ensure maximum solar infiltration to active building frontages and amenity spaces. Draw a 26.5 degree angle (sun latitude at noon, Dec. 21) from the top of the opposite building down onto east-west Primary Retail Streets to demonstrate solar infiltration to the public realm of the retail street and amenity spaces. Avoid creating outdoor amenity spaces that are shaded from winter sun.

c. Orient Primary Retail Streets along east-west axes to maximize solar access to public realm and amenity spaces wherever possible.

d. Concentrate landscaping to create wind buffers at strategic locations. Ensure that safety and visibility are not compromised.

**Fig 13:** Place amenities to maximize solar access along Primary Retail Streets

**Fig 14:** Winter solar access along the public realm of Primary Retail Streets

Innovative pedestrian-level illumination of retail streets

## 2.2.2 Pedestrian Circulation

a. Incorporate snow storage into tree and landscaping zones on commercial streets to ensure uninterrupted pedestrian traffic (see 3.3.1 Innovative Stormwater Managements and Techniques).

b. Include pedestrian level illumination for all pedestrian areas such as mews, walkways through surface parking, amenity spaces, transit stops, et cetera.

Concealed stormwater storage below the sidewalk

## 2.2.3 Animated Sites

a. Animate the commercial site in shoulder seasons by concentrating open patios along facades on Primary Retail Streets where there is maximum solar infiltration and wind protection. Provide additional wind protection with strategically located landscaping where necessary.

b. Create specific seasonal and winter uses for amenity spaces that enhance the commercial community and enrich the neighbourhood.

c. Design amenity and open space to encourage layers of active use and programming of these spaces, such as winter merchandise promotions and community activities.

Animated spaces can enhance the commercial community and enrich the neighbourhood

Embrace all season uses

Simple measures can increase outdoor comfort levels, extending the outdoor living season

PRINCIPLE
**2.3 DESIGN ENGAGING RETAIL BUILDINGS**

The design and the location of buildings along retail streets can create a livable core that provides a sense of place, comfort and visual interest. Buildings should be concentrated along internal Primary Retail Streets to create a street wall of store fronts. In the case of large sites, building placement and design should address the perimeter public streets, in addition to the internal street network, with physically and visually permeable store frontages.

**2.2 Policy Support**

**MDP2.4.2.: Built Form Objective:** Promote site and building design that contributes to high quality living environments and attractive, walkable, diverse neighbourhoods and communities.

**MDP2.4.1.e:** Promote excellence, creativity and innovation in architecture.

**MDP2.4.2.b:** The ground and lower levels of developments should demonstrate a strong relationship to the human scale and contribute positively to the public realm and street.

**MDP4.1.2.h.ii:** Facilitate the development of retail areas within communities by providing active ground floor uses.

**MDP2.4.3.d:** Promote a higher degree of attention to the architectural design and detailing of building edges in areas of interface with heavy pedestrian traffic, notably commercial streets such as Urban and Neighbourhood Boulevards.

## 2.3.1 Building Design

a. Provide strong visual connections from the store interior to the exterior space. Ensure that main floor glazing allows visibility into the store's sales floor area.

b. Create animated corners with large windows and active uses that contribute to the vitality of site intersections.

c. Ensure that buildings with more than one frontage address each retail street with consistent design character and quality.

d. Design visible side or rear building facades with visually attractive materials or images of similar character or quality to the main façade.

e. Illuminate prominent architectural elements, particularly at site entries and on Primary Retail Streets.

Large transparent main floor window glazing

Transparent main floor window glazing

Provide strong visual connections from indoor to outdoor spaces

## 2.3.2 Building Entries

a. Place the entry for buildings located at the intersection of two internal retail streets at the building corner.
b. Provide separate, street-oriented entries for each tenant of a multi-tenant building.
c. Provide covered entries and awnings to create weather protection and mitigate wind impacts.

Large windows that provide visual connection to active uses create animated corners

Higher degree of attention to the architectural design and detailing of building edges

Separate, street-oriented entries for each tenant of a multi-tenant building

Covered entries

## 2.3.3 Large Anchor Store

Implement all Building Design and Building Entries Guidelines, as well as:

a. Establish an engaging street frontage or embed smaller retail units into the anchor store façade if the store is located in areas with strong pedestrian focus, including Primary Retail Street, site main entry plaza, amenity space, a public Activity Centre Street or Urban Boulevard. Ensure that each retail unit has a separate entry accessed from the Primary Retail Street.

b. Provide multi-level uses within anchor store buildings where location, context, terrain and retail configuration allow it.

c. Align building entries with major pedestrian links.

d. Create visual interest at a pedestrian scale through a combination of display windows, prominent entry features, projections and recesses or other design detailing in building façades.

e. Consider the following locational options for anchor stores:

   i. Primary Retail Street format: anchor store integrated along a Primary Retail Street clustered with a variety of retail units or anchor front lined with a variety of retail units and multi-level uses;

   ii. Bookend format: anchor store(s) and a variety of retail units clustered along a Primary Retail Street; anchor(s) provide visual termination of the retail street;

   iii. Plaza format: anchor store(s) as part of a retail square combined with a variety of retail units; and

   iv. Transit hub format: anchor store integrated with or directly connected to transit stops.

Plaza format anchor store

Muliti-level uses within anchor store buildings

Create visual interest at a pedestrian scale

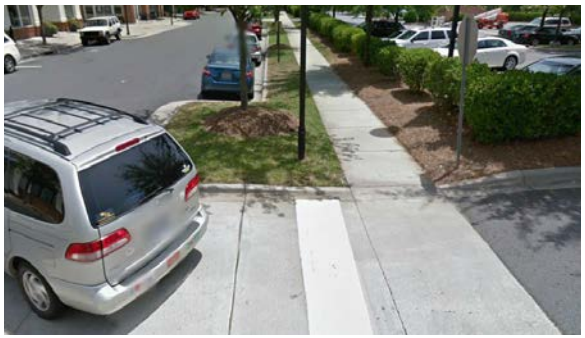
PRINCIPLE
## 2.4 GET THE PARKING RIGHT

Create an environment for customers to walk safely and conveniently from parking areas to access multiple shops and other site facilities.

**2.4 Policy Support**

**MDP2.4.3.e:** Consider seasonal factors when designing the public realm.

**MDP 4.1.2.h.iii.** Connect retail entrances with internal and public pedestrian networks and transit stops using conveniently located, safe and accessible pedestrian linkages.



Surface parking lot accessed by Secondary Retail Street with reduced number and width of vehicular access points to minimize conflict with pedestrians

### 2.4.1 Surface Parking Layout and Location

a. Place parking areas at the rear of retail buildings fronting a Primary Retail Street, or adjacent to buildings fronting a Secondary Retail Street.

b. Create smaller parking clusters of approximately 100 stalls within large surface parking lots, connected by a grid of walkways or sidewalks and bounded by a street with all public realm components.

c. Reduce the number of vehicular access points per surface parking cluster to increase walkability and uninterrupted sections of sidewalks.

d. Establish a clear hierarchy of drive aisles within surface parking lots to set up a block structure. Adapt the block structure to individual site layout, context and topography.

**Fig 18:** Possible surface parking configuration

e. Improve pedestrian circulation in surface parking areas.
   i. Provide ramped access to all pedestrian circulation routes through surface parking lots to adjacent retail street blocks, transit stops, and amenity spaces.
   ii. Enhance pedestrian walkways through surface parking lots by providing pedestrian-scaled lighting, distinct paving patterns/materials and marked crosswalks.
   iii. Align pedestrian routes through surface parking lots directly to building entrances or site features.
   iv. Raised crosswalks at retail street crossings are preferred.
   v. Avoid large bollards or similar structures that reduce pedestrian visibility.

Pedestrian route aligns with building entrance

Well-defined pedestrian zone connects retail buildings to parking areas

## 2.4.2 Integrated Landscaping in Surface Parking Areas

a. Provide a continuous tree canopy through parking areas along main pedestrian walkways.
b. Ensure that landscaping does not impede sight lines at intersections and crosswalks.
c. Incorporate stormwater management design to reduce run-off and allow water re-use on site. Consider opportunities for infiltration, evapo-transpiration and systems to harvest rainwater from hard surfaces for landscape irrigation.

Pedestrian route with integrated landscaping and stormwater management

**Fig 19:** Cross section of main walkway through parking area with integrated landscaping and stormwater management opportunities

## 2.4.3 Structured Parking

a. Develop structured parking where it positively contributes to the site's physical design and density, site specific topographical conditions, walkability and the public realm.

b. Ensure structured parking makes a positive contribution to the public environment, both within the structure itself and at the pedestrian realm through:

   i. sufficient pedestrian lighting;

   ii. CPTED requirements;

   iii. a transparent facade that allows clear visibility into the parking structure;

   iv. commercial uses at grade line parking structures facing a retail street;

   v. facade illumination; and

   vi. directional signage throughout the site to indicate structured parking accesses.

c. Integrate a well-designed parking structure into a commercial building or into the block structure of the site.

Well-designed structured parking can have a positive impact on public environment

Structured parking integrated with anchor store along Secondary Retail Street

# 3.0 Public Realm

PRINCIPLE
**3.1 EMPHASIZE SITE ENTRY**

Create functional and architecturally prominent site entries that enhance pedestrian accessibility and place visually interesting site features or facades in public view. Ensure that landscaping, site features and street furniture maintain clear sight lines and visibility into the site.

Create main site entry locations wherever commercial area size and context allow it.

**2.1 Policy Support**

**MDP3.3.1.e:** Where a site fronts more than one street, public entrances should be located on the street with the greatest pedestrian activity, on both street fronts, or, in the case of a corner site, the entrance may be placed on the corner.

**Pedestrian Policy and Design Report (TP010)**

**Barrier Free / Access Design Policies and Manuals**

## 3.1.1 Main Site Entry Location

a. Locate the main site entry at the intersection of a Primary Retail Street and the public street that provides site access (see 1.2.1 Site Edge as Retail Street).

b. Connect and integrate the main site entries with the site's internal grid of streets (see 1.1.2 Neighbourhood Integration).

c. Provide a primary site entry for any main entry opposite a residential area.

Entry at a Primary Retail Street

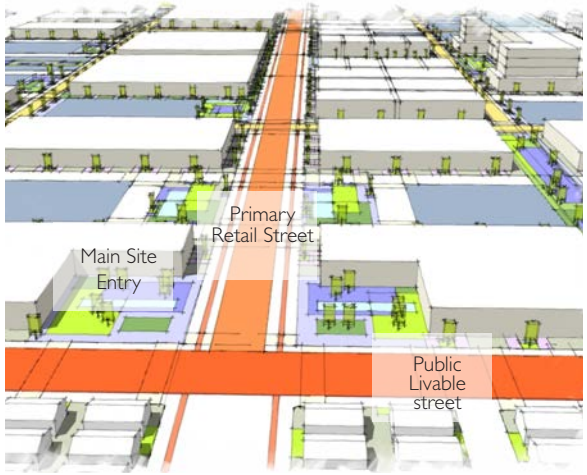



**Fig 20:** Main site entries located at intersections of Primary Retail Street and Public Livable Street

Main site entry connects to a Primary Retail Street with a Secondary Retail Street functioning as connector to a peripheral public street

## 3.1.2 Site Entry Features

a. Consider active amenity spaces between buildings located at the site entry and the street.

b. Provide uses that animate the site entry and enhance the public realm with amenities such as wayfinding signage, lighting, seating, bike racks et cetera.

Animate site entries with active uses, such as food shops, that often invite activity to extend into the public realm.

Pedestrian amenities such as seating, enhanced landscaping, extended sidewalks, and wayfinding signage contribute to a vibrant site entry.

### **3.1.3** Building Orientation, Interface and Uses

c. Design transparent facades at the pedestrian level with commercial entries oriented to the site entry.

a. Establish a distinct, contextually appropriate retail area character through strong architectural or landscape features.

Strong architectural features emphasize main site entry

Image courtesy of BKDI Architects

Transparent facades at the pedestrian level with commercial entries oriented to the site entry

PRINCIPLE
**3.2** CREATE AMENITY SPACE AND FEATURES

Publicly accessible amenity spaces are integral to improving the vibrancy of commercial centres. In order to fulfil this role, their placement, function and character must be a priority in early stages of site design.

Both small and large amenity spaces should be included on Super-Regional and Regional 1 sites, and on Regional 2 Sites where possible. An additional central green space is appropriate for Super-Regional and Regional 1 Sites.

**3.2 Policy Support**

**MDP3.3.1. i:** Pedestrian environments should be the priority design element, focusing on pedestrian convenience, safety, comfort and enjoyment

**MDP4.1.2. h.iv:** Facilitate the development of retail areas within communities by providing enhanced public realm linkages and gathering spaces on-site

## 3.2.1 Amenity Space Use and Interface

a. Provide an active building interface at amenity space edges with enhanced visual connectivity, highly transparent storefronts, building entries, restaurant patios and other active uses.
b. Design a variety of types and sizes of amenity spaces for public use and to encourage activity. Amenity types could be active (such as restaurant patios, retail plazas, active recreation areas, joint use facilities, et cetera) or green (such as landscaped patios, terraces, community gardens, biodiverse natural areas, et cetera).
c. Integrate unique paving, pedestrian level illumination, seating, and bicycle parking to support or further animate amenity spaces.
d. Integrate winter city design elements into amenity spaces (see Principle 2.2. Design for All Seasons).

Enhanced public realm supported by active retail uses

### **3.2.2** Provide a Central Amenity Space as a Focal Point in Commercial Sites

a. Ensure that landscaping is used effectively to reinforce amenity spaces and their planned uses.

b. Connect central amenity spaces with the site's main pedestrian routes. Enhance the amenity space usage with the appropriate edge uses.

c. Design for all-season usability of central amenity spaces. For example, if dimensions are adequate, a playfield in summer could easily be converted to a natural ice rink in winter (see Principle 2.2 Design For All Seasons).

Commercial site frames central amenity area

Design for all-season usability

PRINCIPLE

## 3.3 PROVIDE SIGNIFICANT LANDSCAPING

Landscaping on commercial development sites should be used to create vitality and animation, reinforce legibility and wayfinding, improve comfort and safety of pedestrian paths, create weather protection, enhance the character of amenity spaces and innovatively address site sustainability goals. Ensure that trees, fences, berms and other landscaped areas and features do not conflict with context integration and pedestrian connectivity principles.

Integrate and combine innovative stormwater management elements to mimic the site's predevelopment hydrology into landscaped areas, parking lots, the pedestrian network and medians to align with the sustainable and environmental protection policies of The City.

**3.3 Policy Support**

**MDP2.4.3.c:** Provide sufficient and uniform sidewalk width to allow for comfortable and safe pedestrian traffic, the planting of trees and additional landscaping and wayfinding elements. Sidewalks should enhance the visual character of streets, with landscaping and buffer planting used to reduce the impacts of vehicle traffic.

**MDP4.1.2.m. / iii.e.:** New Regional Retail centres should be evaluated in terms of their impact based on the quality of the site development, including the landscaping, parking, access, pedestrian and vehicular circulation.

### 3.3.1 Innovative Stormwater Management Techniques

a. Incorporate innovative stormwater management design techniques that provide infiltration, evapo-transpiration and water re-use, including systems to harvest rainwater from hard surfaces for landscape irrigation. On-street parking areas and sidewalks offer additional opportunities to implement these techniques.

b. Include biofiltration, overflow ponds and depressed vegetated islands in site landscaping and integrate into the site's amenity networks.

c. Include Low Impact Development (LID) stormwater management and landscaped green infrastructure elements into amenity spaces.

Suspended pavement is an ideal solution for long term co-existence of trees and streets, parking lots, and plazas

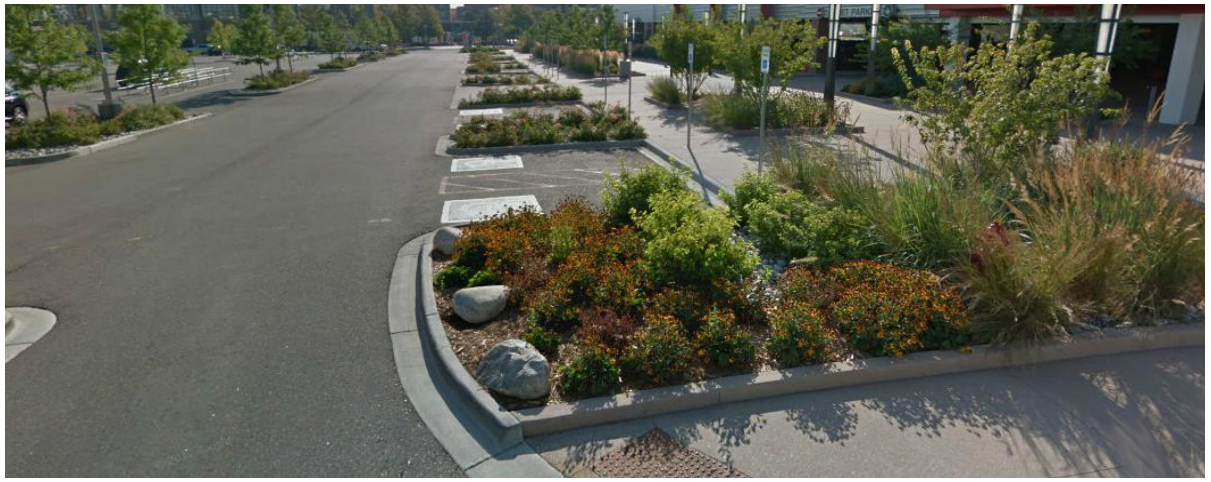
### **3.3.2** Use Landscaping to Enhance Site Features

a. Provide consistent boulevard-type tree planting as dominant landscape element for the site's retail streets to establish a green infrastructure grid. Ensure that all trees are given adequate growth space and planting medium to achieve full maturity height and canopy, and that the green grid is compatible with the future utility and street grid of the site.

b. Avoid peripheral landscaping that interrupts pedestrian desire lines that would connect public sidewalks to internal sidewalks. Maintain pedestrian connectivity at frequent intervals (approximately every 20 metres).

c. Ensure that landscaping does not decrease visual surveillance of amenity spaces, parking areas or pedestrian/cyclist linkages.

Boulevard-style planting as dominant landscape element for all streets creates green infrastructure grid



Significant landscaping integrated into parking areas

Use landscaping to define and beautify key bike paths and pedestrian walkways

### 3.3.3 Linear Green Spaces

a. Connect and integrate linear green spaces with existing or planned pedestrian walkways and regional bike path routes.

b. Incorporate linear green spaces where they are of most benefit to specific site context, prioritized as follows:

   i. As site focus to define central (green) amenity space if appropriate to site size;

   ii. As green infrastructure along all Retail Streets (including appropriate public perimeter roadways—see 1.2 Build the Outside Edge);

   iii. As shade or windblock;

   iv. To define main site entry and other public outdoor spaces;

   v. As a transition to adjacent natural areas;

c. As a visual buffer where no off-site pedestrian activity occurs.

d. Integrate stormwater management features into linear green spaces.

Integrate storm water management features such as parking lot swales

PRINCIPLE
**3.4** MINIMIZE INFRASTRUCTURE IMPACT ON THE PUBLIC REALM

Minimize the visual impact of delivery, loading, waste and recycling areas by providing physical solutions that support the development principles of the commercial site. Consolidate site services as much as possible to optimize functionality. Ensure minimal impact on the public realm by strategically locating utility boxes and service areas away from primary public areas.

Demonstrate that redevelopments and new developments of large retail areas are comprehensively planned and embedded into existing or planned communities.

**3.4 Policy Support**

**MDP 2.4.2. d.:** Developed areas require comprehensive plans when large sites (greater than 1.0 hectare in size) become available for redevelopment. To the greatest extent possible new development should be integrated in to fabric of surrounding communities.

**MDP 4.1.2.g.:** Support comprehensively planned retail developments at all scales to provide for high quality public systems.

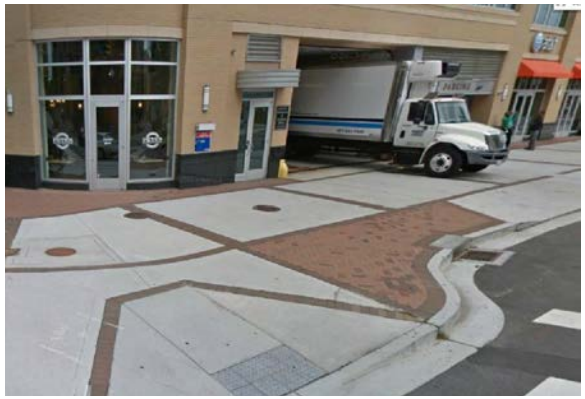
## **3.4.1** Loading, Waste and Recycling

a. Create compact and visually unobtrusive waste and recycling facilities, integrated into buildings wherever possible. Provide shared, multifunctional areas between buildings for deliveries, loading, waste, recycling collection and emergency access for individual zones.

b. Orient delivery, loading, waste and recycling collection access areas away from Primary Retail Streets and perimeter public Livable Streets. Ensure that loading does not encroach on pedestrian routes and public spaces.

c. Provide lay-bys as loading zones to service double-fronted retail pads, and integrate them into the Secondary Retail Street right-of-way.

d. Integrate front-loading garbage collection access into the parking lot and/or building design.

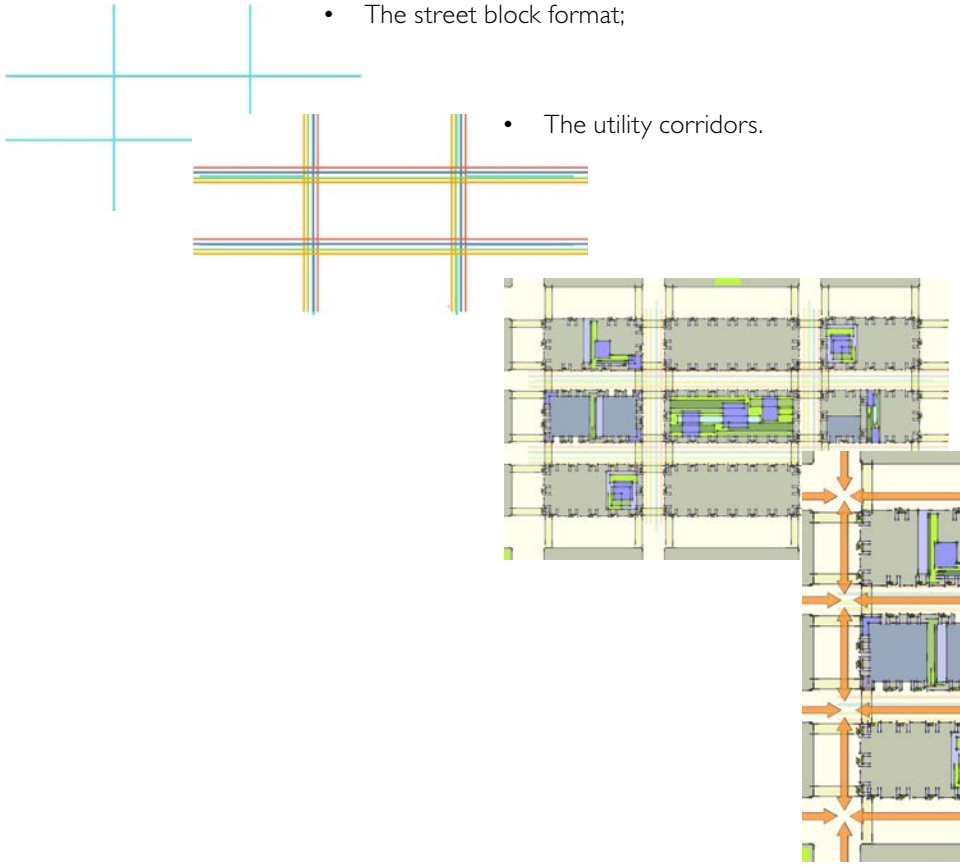


Loading/delivery access integrated in Secondary Retail Street frontage

Loading/service access integrated into streetwall

## 3.4.2 Urban Fabric Integration

a. Provide a context plan indicating the connectivity and integration of the retail site with the adjacent built and/or proposed neighbourhoods or urban fabric. Include:



- The street block format;
- The utility corridors.
- The green infrastructure that provides a consistent tree canopy that manages sustainable storm water requirements and is compatible with the utility and street grid both on the site and adjacent to the site;
- The site's external and internal connectivity (streets, sidewalks, cycle paths, transit routes); The pattern of public or private amenity spaces;

**Fig. 21:** Sample context plan demonstrating the ability of the site to integrate into the built or proposed urban fabric

# C DEVELOPMENT STRATEGY TOOL

# C DEVELOPMENT STRATEGY TOOL

The Development Strategy Tool (Tool) summarizes the guidelines under two categories: Priority 1 and Priority 2. Priority 1 guidelines are key urban design items and crucial for fulfilling the urban design principles, Priority 2 Guidelines are very strongly encouraged.

The Tool summarizes the required guidelines to achieve desired development outcomes. The Tool will be used by City staff and applicants to assess a proposal or project for overall alignment to the guidelines and broader corporate objectives.

| PRINCIPLE 1.1 REINFORCE URBAN CONTEXT AND CHARACTER | | |
|---|---|---|
| **Guidelines** | Priority 1 | Priority 2 |
| **1.1.1 Location, Distribution and Function**<br>a. Respect and accentuate local topography, natural beauty and prominent views, especially mountain, river and downtown views beyond the boundary of the site. | I | |
| b. Contribute to a development pattern and street network that provides fluid connectivity for transit users, cyclists, pedestrians, and direct access to transportation networks. | I | |
| **1.1.2 Neighbourhood Integration**<br>a. Ensure a sensitive interface and seamless integration of development intensity, uses, built form, and street infrastructure between residential areas and commercial areas.. | I | |
| b. Provide good walkable access by creating numerous, pronounced, visible, and convenient route connections from the site to its surrounding, existing, or planned communities and their street network. | I | |

| PRINCIPLE 1.2 BUILD THE OUTSIDE EDGE | | |
|---|---|---|
| **Guidelines** | Priority 1 | Priority 2 |
| **1.2.1 Site Edge as Retail Street**<br>a. Provide and locate all new Super-Regional, Regional 1, Regional 2, and Community Retail 1 sites with at least one public Livable Street frontage identified in the Complete Street Guide. | I | |
| b. Develop Primary Retail Street commercial frontage where the site is bounded by a livable street type. Internal site design as a grid of Primary and Secondary Retail Streets. | I | |
| c. Coordinate the external street layout with the internal street system. | I | |
| d. Connect Primary Retail Streets to the above road types and create main site entries at these locations. | I | |
| **PRINCIPLE 1.3 MAKE CONNECTIONS** | | |
| **1.3.1 Coherent Streets and Blocks**<br>a. Extend the surrounding street structure to create direct connections into and throughout all phases of the site; avoid creating a new independent road network that is unconnected and discontinuous. | I | |
| b. Create an internal network of streets that is efficient, viable, highly marketable, and continuous between multiple phases of a larger site development. | I | |
| c. Provide a choice of vehicular routes and pedestrian paths along lines that maximize connectivity and linkages. | I | |
| **1.3.2 Direct Pedestrian and Cycling Linkages**<br>a. Connect sidewalks and link bike routes directly to existing or proposed routes in adjacent communities. | I | |
| b. Create a continuous and connected pedestrian network within the site. Avoid sidewalks with dead-ends at parking lots, building structures, drive-aisles, roadways, berms, landscaping et cetera, either at the periphery of commercial areas or within the site. | I | |
| c. Locate inviting, pedestrian-friendly features with clear visual markers of pedestrian routes and amenities at the site's entry points. Provide facilities to support alternate transportation options. | | 2 |

| PRINCIPLE 1.4 MIX THE USES AND ANTICIPATE ADAPTABILITY | | |
|---|---|---|
| **Guidelines** | Priority 1 | Priority 2 |
| **1.4.1 Mixed Use Sites**<br>a. Demonstrate that the mix of uses creates a highly functional and visually appealing public realm within the site by:<br>i. increasing street frontage and building edge conditions; and<br>ii. increasing pedestrian activities on streets and amenity spaces. | 1 | |
| **1.4.2 Adaptable Sites with Capacity to Intensify**<br>a. Design sites with a retail component larger than 9,300 $m^2$/100,000 $ft^2$ such that they allow for adaptability to accommodate more uses and growth. | 1 | |
| b. Develop a comprehensive plan that demonstrates a possible long-term build-up of the commercial site, considering:<br>i. Public realm;<br>ii. External and internal mobility connection;<br>iii. Street network and palette of street types<br>iv. Green infrastructure;<br>v. Building volume;<br>vi. Location;<br>vii. Specific needs of existing enclosed format retail or hybrid format areas;<br>viii. Challenges of retail area size and context. | | 2 |
| **PRINCIPLE 1.5 EMBED TRANSIT** | | |
| **1.5.1 Integrate Transit Connections**<br>a. Integrate transit into all large format sites. All commercial sites should be provided with at-site transit. | 1 | |
| b. Integrate and connect transit hubs and transit stops with on-site destinations such as i) Primary Retail Street; ii) amenity spaces or plazas, transit loops, site main entries). | 1 | |
| c. Ensure that transit hubs or stops are directly faced by active building frontages and retail entries. | | 2 |
| **1.5.2 Transit Amenities**<br>a. Equip transit hubs or stops with well-lit, covered waiting areas, benches, and wayfinding signage.<br>b. Encourage a range of small scale retail adjacent to the transit stop. | | 2 |

## PRINCIPLE 2.1 CREATE VIBRANT RETAIL STREETS

| Guidelines | Priority 1 | Priority 2 |
|---|---|---|
| **2.1.1 Walkable Street Network** | | |
| a. Lay out internal streets in a pattern that is efficient, viable, livable, healthy and highly marketable. Wherever possible, create a geometric grid or modified grid with block lengths and/or depths between 90 and 200 metres. Coordinate the internal street layout with the external street system. Create mid-block pedestrian connections. | I | |
| b. All site streets must meet the organizational hierarchy of a walkable street network and provide street types that allow retail frontage options and public realm qualities from the onset (see 2.1.2 Create a Primary retail street, 2.1.3 Create Secondary retail streets). All streets and portions of streets within the site have to meet the criteria of one of these street types. | I | |
| c. Create mid-block pedestrian connections in appropriate locations, such as a mews between commercial buildings to access uses in order to increase permeability and choice of routes.. | I | |
| d. Connect all street blocks, building entries, transit stops, public amenity spaces and other site destinations with a seamless, on-site pedestrian circulation network. | | |
| e. Create sight lines and terminal views to feature prominent building facades, landscaping or natural features, either within or beyond the boundary of the site, especially within large commercial sites. | I | |
| f. Provide pedestrian-level lighting in addition to street lighting to create pedestrian comfort and animate the site. | | 2 |
| g. Locate pedestrian-scaled wayfinding signs at selected street locations to identify retail destinations, site amenities, bike parking locations, transit connections, et cetera. | | 2 |
| h. Utilize ramps at intersections, pedestrian routes and public spaces to improve accessibility for shopping carts, wheel chairs, strollers, bikes, et cetera. | I | |
| **2.1.2 Create Primary Retail Streets = Activity Centre Streets** | | |
| a. Provide active store frontage for a minimum of 75% block length, on both sides of the street. The remaining portion of the block length can be developed as plazas, mid-block pedestrian pathways or mews, amenity spaces, merchandise displays, et cetera. | I | |
| 1. Provide a preferred minimum of 5-8 retail units on both sides of the street with their main entries spaced at 100 - 150 m, each representing approximately 200 - 1000 m2 retail space. Larger commercial units, such as anchor stores that desire a Primary Retail Street location, should establish their presence at a scale similar to this smaller unit size. Provide large amounts of transparent glazing, | I | |
| 2. Ensure that the full length of a retail street that connects with public streets is treated consistently with the selected retail street type rather than creating fragments. | I | |
| 3. Create a streetwall on both sides of the street with a consistent 0m setback from the sidewalk of the Primary Retail Street. | I | |
| 4. Animate street corners with uses such as cafes or food services. Provide large transparent glazing window displays. | I | |
| 5. Build back-to-back retail units to create street blocks with active store frontages on all sides wherever possible. Utilize mews or retail alleys to connect the Primary Retail Street with parking pods behind the buildings. | I | |

C DEVELOPMENT STRATEGY TOOL

## PRINCIPLE 2.1 CREATE VIBRANT RETAIL STREETS

| Guidelines | Priority 1 | Priority 2 |
|---|---|---|
| 7. Provide a generous and continuous sidewalk zone, and a combined street furniture and tree zone on both sides of the street. Incorporate texture, pattern or colour in sidewalk surfaces to reinforce building entries and animate the ground plane. | | |
| 8. Expand the public realm by creating setback exceptions from the street wall rule. Ensure that the total setback exceptions do not exceed 25% of the streetwall of the block length on each side of the street. | | |
| 9. Use these setbacks for commercial amenity and/or significant landscaping that contribute to the Primary Retail Street experience. Ensure that setbacks are supported by animated facade design and adjacent, related use such setbacks used as a patios adjacent to a restaurant. | | |
| 10. Provide on-street parking on both sides of the Primary Retail Street. | | |
| 11. Incorporate marked pedestrian crossings at all intersections. Provide pedestrian crossings at store fronts with markings or prominent surface materials. | | |
| **2.1.3 Create Secondary Retail Streets = Activity Centre Streets** | | |
| 1. Provide store main frontages which includes main store entries for a minimum 75% of block length, on at least one side of the street. | | |
| 2. Ensure that the full length of retail streets are treated consistently with the selected retail street type rather than creating fragments. | | |
| 3. Create a streetwall on one side of the street with a consistent 0m setback from the sidewalk. | | |
| 4. Provide transparent glazing and large windows and increase windows displays to showcase merchandise wherever possible. | | |
| 5. Accommodate specialty stores with long frontages, including anchor stores, and uses that require drive-in cueing lanes. | | |
| 6. Conceal cueing lanes from the retail street frontage by means such as landscaping, building placement or trellises. | | |
| 7. Provide a generous and continuous sidewalk zone and a combined street furniture and tree zone on both sides of the street. Incorporate texture, pattern or colour in sidewalk surfaces to reinforce building entries and animate the ground plane. | | |
| 8. Expand the public realm by creating setback exceptions from the street wall rule. Ensure that the total setback exceptions do not exceed 25% of the street wall of the block length on at least one side of the street. There are no dimensions for setback exceptions. | | |
| 9. Use these setbacks for commercial amenity and/or significant landscaping that contribute to the retail street experience. Ensure that setbacks are supported by adjacent, related use and animated facade design. | | |
| 10. On-street parallel parking on either one or both sides of the street is optional. Wide parking lanes are preferred. | | |
| 11. Incorporate marked pedestrian crossings at all intersections. Provide raised pedestrian crossings from parking lots to store entries. | | |

## PRINCIPLE 2.2 DESIGN FOR ALL SEASONS

| Guidelines | Priority 1 | Priority 2 |
|---|---|---|
| **2.2.1 Weather Adaptation** | | |
| a. Locate primary pedestrian areas where they are sheltered from winter wind. Use landscaping and building massing to create desirable microclimates at amenity spaces, transit stop locations, pedestrian mews and Primary Retail Streets. | | 2 |
| b. Ensure maximum solar infiltration to active building frontages and amenity spaces. Avoid creating outdoor amenity spaces that are shaded from winter sun. | | 2 |
| c. Orient Primary Retail Streets along east-west axes to maximize solar access to public realm and amenity spaces wherever possible. | | 2 |
| d. Concentrate landscaping to create wind buffers at strategic locations. Ensure that safety and visibility are not compromised. | | |
| **2.2.2 Pedestrian Circulation** | | |
| a. Incorporate snow storage into tree and landscaping zones on commercial streets to ensure uninterrupted pedestrian traffic. | | 2 |
| b. Include pedestrian level illumination for all pedestrian areas such as mews, walkways through surface parking, amenity spaces, transit stops, et cetera. | | 2 |
| **2.2.3 Animated Sites** | | |
| a. Animate the commercial site in shoulder seasons by concentrating open patios along facades on Primary Retail Streets where there is maximum solar infiltration and wind protection. | 1 | |
| b. Create specific seasonal and winter uses for central green spaces that enhance the commercial community and neighbourhood lifestyle. | | 2 |
| c. Design amenity and open space to encourage layers of active use and programming of these spaces. | | 2 |

## 2.3 DESIGN ENGAGING RETAIL BUILDINGS GUIDELINES

| | | |
|---|---|---|
| **2.3.1 Building Design** | | |
| a. Provide strong visual connections from the store interior to the exterior space. Ensure that main floor glazing allows visibility into the store's sale floor area. | 1 | |
| b. Ensure that buildings with more than one frontage consistently address each retail street in design character and quality. | | 2 |
| c. Design visible side or rear building facades with visually attractive materials or images of similar character or quality to the main façade. | | 2 |
| d. Illuminate prominent architectural elements, particularly at site entries and on Primary Retail Streets. | | 2 |
| **2.3.2 Building Entries** | | |
| a. Treat intersections as key pieces of the public realm. Place the entry for buildings located at the intersection of two internal retail streets at the building corner. | 1 | |
| b. Create animated corners with large windows and uses that support all day activities. | 1 | |
| c. Provide separate, street-oriented entries for each tenant of a multi-tenant building. | 1 | |
| d. Provide covered entries and awnings to create weather protection, and mitigate wind impacts. | | 2 |

## PRINCIPLE 2.3 DESIGN ENGAGING RETAIL BUILDINGS

| Guidelines | Priority 1 | Priority 2 |
|---|---|---|
| **2.3.3 Large Anchor Store** | | |
| a. Establish an engaging street frontage or embed smaller retail units into the anchor store façade if the store is located in areas with strong pedestrian focus, including Primary Retail Street, site main entry plaza, amenity space, a public Activity Centre Street or Urban Boulevard. Ensure that each retail unit has a separate entry accessed from the Primary Retail Street. | | 2 |
| b. Provide multi-level uses within anchor store buildings where location, context, terrain and retail configuration allow it. | 1 | |
| c. Align building entries with major pedestrian links. | | 2 |
| d. Create visual interest at a pedestrian scale through a combination of display windows, prominent entry features, projections and recesses or other design detailing in building façades. | | 2 |
| e. Consider the following alternative locational options for anchor stores:<br>i. Primary Retail Street format: anchor store integrated along a Primary Retail Street clustered with a variety of retail units or anchor front lined with a variety of retail units and multi-level uses;<br>ii. Dumbbell format;<br>iii. Plaza format; and<br>iv. Transit hub format. | 1 | |

## PRINCIPLE 2.4 GET THE PARKING RIGHT

| | | |
|---|---|---|
| **2.4.1 Surface Parking Layout and Location** | | |
| a. Place parking areas either at the rear of retail buildings fronting onto a Primary Retail Street, or adjacent to a building fronting a Secondary Retail Street. | 1 | |
| b. Create smaller parking clusters of approximately 100 stalls within large surface parking lots, connected by a grid of walkways or sidewalks and bounded at the street by a standard public realm. | 1 | |
| c. Reduce the number of vehicular access points per surface parking cluster to increase uninterrupted sections of sidewalks. | | 2 |
| d. Establish a clear hierarchy of drive aisles within surface parking lots that set up a block structure. Adapt the block structure to individual site layout, context and topography. | 1 | |
| e. Improve pedestrian circulation in surface parking areas<br>i. Provide ramped access to all pedestrian circulation routes through surface parking lots to adjacent retail street blocks, transit stops, and amenity spaces.<br>ii. Enhance pedestrian walkways through surface parking lots by providing pedestrian-scaled lighting, distinct paving patterns/materials and marked crosswalks.<br>iii. Align pedestrian routes through surface parking lots directly to building entrances or site features<br>iv. Raised crosswalks at retail street crossings are preferred.<br>v. Avoid large bollards or similar structures that reduce pedestrian visibility. | 1 | |

| PRINCIPLE 2.4 GET THE PARKING RIGHT | | |
|---|---|---|
| **Guidelines** | Priority 1 | Priority 2 |
| **2.4.2 Integrated Landscaping in Surface Parking Areas** | | |
| a. Provide a continuous tree canopy through parking areas along main pedestrian walkways. | 1 | |
| b. Ensure that landscaping does not impede sight lines at intersections and crosswalks. | | 2 |
| c. Incorporate stormwater management design to reduce run-off and allow water re-use on site. Consider opportunities for infiltration, evapo-transpiration and systems to harvest rainwater from hard surfaces for landscape irrigation. | 1 | |
| **2.4.3 Structured Parking** | | |
| a. Develop structured parking where it positively contributes to the site's physical design and density, site specific topographical conditions, walkability and the public realm. | | 2 |
| b. Ensure structured parking makes a positive contribution to the public environment, both within the structure itself and at the pedestrian realm. | | 2 |
| c. Integrate parking structures into the commercial building or site design. | | |
| **PRINCIPLE 3.1 EMPHASISE SITE ENTRY** | | |
| **3.1.1 Main Site Entry Location** | 1 | |
| a. Locate the main site entry at the intersection of a Primary Retail Street and the public street that provides site access. | | |
| b. Connect and integrate the main site entries with the site's internal grid of streets. | 1 | |
| c. Provide a primary site entry for any main entry opposite a residential area. | 1 | |
| **3.1.2 Site Entry Features** | 1 | |
| a. Consider active amenity spaces between buildings located at the site entry and the street. | | |
| b. Provide uses that animate the site entry and enhance the public realm with amenities such as wayfinding, lighting, seating, bike racks, et cetera. | | 2 |
| **3.1.3 Building Orientation, Interface, and Uses** | | 2 |
| a. Establish a distinct, contextually appropriate retail area character through strong architectural or landscape features. | | |
| b. Design transparent facades at the pedestrian level with commercial entries oriented to the site entry. | 1 | |

## PRINCIPLE 3.2 CREATE AMENITY SPACES AND FEATURES

| Guidelines | Priority 1 | Priority 2 |
|---|---|---|
| **3.2.1 Amenity Space Use and Interface** | | |
| a. Provide an active building interface for amenity spaces to create strong visual connectivity, composed of highly transparent storefronts, building entries, restaurant patios and other active uses. | 1 | |
| b. Design a variety of types and sizes of amenity spaces for public use and to encourage activity. Amenity types could be active. | 1 | |
| c. Integrate unique paving, pedestrian level illumination, seating, and bicycle parking to support or further animate amenity spaces. | 1 | |
| d. Integrate winter city design elements into amenity spaces. | 1 | |
| e. Include Low Impact Development (LID) stormwater management and landscaped **green infrastructure** elements into amenity spaces. | 1 | |
| **3.2.2 Provide A Central Amenity Space as a Focal Point in Commercial Sites** | 1 | |
| a. Ensure that landscaping is used effectively to reinforce amenity spaces and their planned uses. | | |
| b. Connect central amenity spaces with the site's main pedestrian routes. Enhance the amenity space usage with the appropriate edge uses. | | 2 |
| c. Design for all-season usability of central amenity spaces. | | 2 |

## PRINCIPLE 3.3 PROVIDE SIGNIFICANT LANDSCAPING

| Guidelines | Priority 1 | Priority 2 |
|---|---|---|
| **3.3.1 Innovative Stormwater Management Techniques** | | |
| a. Incorporate innovative stormwater management design techniques that provide infiltration, evapo-transpiration and water re-use, including systems to harvest rainwater from hard surfaces for landscape irrigation. | 1 | |
| b. Include biofiltration, overflow ponds and depressed vegetated islands into site landscaping and integrate into the site's amenity network. | | 2 |
| **3.3.2 Use Landscaping to Enhance Site Features** | | |
| a. Provide consistent boulevard-type tree planting as dominant landscape element for the site's retail streets to establish a green infrastructure grid. Ensure that the green grid is compatible with the future utility and street grid of the site. | 1 | |
| b. Avoid peripheral landscaping that separates public sidewalks to internal sidewalks. Maintain pedestrian connectivity at frequent intervals (approximately every 20 metres). | 1 | |
| c. Ensure that landscaping does not decrease visual surveillance of amenity spaces, parking areas or pedestrian / cyclist linkages. | | 2 |
| **3.3.3 Linear Green Spaces** | | 2 |
| a. Connect and integrate linear green spaces with regional bike path routes and pedestrian walkways through the site wherever they exist. | | |
| b. Integrate stormwater management features into linear green spaces. | | 2 |
| c. Incorporate linear green spaces where they are of most benefit to specific site context, prioritized as follows:<br>i. As site focus to define central (green) amenity space;<br>ii. As green infrastructure along Primary Retail Streets ;<br>iii. As green infrastructure along Secondary Retail Streets;<br>iv. As shade or windblock, and to define main site entry and other public outdoor spaces;<br>v. As a transition to adjacent natural areas; and<br>vi. As a visual buffer where no off-site pedestrian activity occurs. | | 2 |

| PRINCIPLE 3.4 OPTIMIZE INFRASTRUCTURE IMPACT ON THE PUBLIC REALM | | |
|---|---|---|
| **Guidelines** | Priority 1 | Priority 2 |
| **3.4.1 Loading, Waste and Recycling** | | |
| a. Create compact and visually unobtrusive waste and recycling facilities, integrated into buildings wherever possible. Provide shared, multifunctional areas between buildings for deliveries, loading, waste, recycling collection and fire-truck access for individual zones. | 1 | |
| b. Orient delivery, loading, waste and recycling collection access areas away from Primary Retail Streets and perimeter public livable streets. Ensure that loading does not encroach on pedestrian routes and public spaces. | 1 | |
| c. Provide lay-bys as loading zones to service double-fronted retail pads, and integrate them into the Secondary Retail Street right-of-way. | | 2 |
| d. Integrate front-loading garbage collection access into the parking lot and/or building design. | | 2 |
| **3.4.2 Urban Fabric Integration** | 1 | |
| a. Provide a context plan indicating the connectivity and integration of the retail site into the adjacent built and/or proposed neighbourhoods or urban fabric. | | |

# D Supporting Information

**D1** Policy Context - Urban Design Elements

**D2** Glossary of Terms

**D3** Primary Retail Street & Secondary Retail Street Setback Diagram

**D4** Figure List

## POLICY CONTEXT

Calgary's Municipal Development Plan (MDP) sets out the long-term direction for sustainable growth to accommodate another 1.3 million people over the next sixty years. Over the next thirty years, the MDP provides the plan for managing growth and change, public investment and land use decisions.

The MDP and Calgary Transportation Plan (CTP) establish a land-use framework that organizes population and job growth within walking distance of the primary transit network. These plans link transportation and land use decisions by directing growth to strategic areas where a diversity of uses and high-quality transit currently exist or where they could be developed over the long-term.

# D1 Policy Context – Urban Design Elements

1. Creativity and Innovation
   - Encourage innovation
   - Model best practices
2. Context and Appropriateness
   - Create a sense of place with unique character
   - Conserve, protect and integrate existing natural, cultural and heritage resources
   - Optimize built form with respect to surrounding context—streetscape characters, massing and spacing of buildings, placement on site and response to adjacent uses, heights and densities
3. Connectivity and Continuity
   - Achieve visual and functional connections between buildings and places
   - Ensure connection to existing and future networks (pedestrian, cycle, transit, wi-fi)
4. Functional and Aesthetic Integration
   - Facilitate the conjunction of land use, built form, landscaping and public realm design
5. Legibility and Accessibility
   - Clarity and simplicity for all types of users
   - Clear and consistent set of directional and informational materials allowing ease of urban navigation
6. Enclosure and Human Scale
   - Define street edges, ensure heights and building mass respect users
   - Attention to scale
7. Comfort and Safety
   - Achieve a sense of comfort and create places that provide a sense of security at all times
   - Consider seasonal performance
8. Quality and Durability
   - Encourage the use of durable and long lasting materials and details that will provide a legacy rather than a liability
9. Vitality and Animation
   - Encourage active uses
   - Add colour, light, wit and fun
10. Flexibility and Adaptability
    - Develop planning and building concepts that allow adaptation to future uses, and new technologies
    - Diversity and variety
    - Promote designs that accommodate the broadest range of users and uses
11. Sustainability and Accountability
    - Attention to lifecycle costs
    - Ecological footprints
    - Incorporate sustainable practices and materials.
12. Wayfinding and Orientation

# D2 Glossary of Terms

**Anchor store:** A major retail store used to drive business to smaller retailers. These larger department stores or grocery stores are generally part of a retail chain and are the prominent business in a shopping mall Occasionally anchor stores are called **big box retail stores** (see Big-box retail".

**Amenity space:** Common or private, indoor or outdoor space provided on-site and designed for active or passive recreational use.

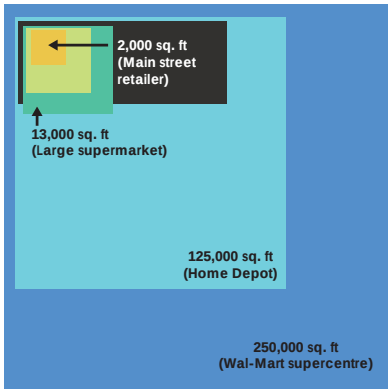
**Arterial street:** Arterial streets provide a high quality environment for all modes of transportation. These streets are not destinations themselves, but provide reasonably direct connections between multiple communities and major destinations. They have varying degrees of interaction with adjacent land uses but, on average, allow for greater connectivity than through roads.

**Biofiltration:** A vegetated depression located on the site that is designed to collect, infiltrate and store runoff. Typically this landscape feature includes a mix of amended soils and vegetation (i.e. rain gardens, porous landscaping, bioswales, biofilters). Treatment of stormwater is provided through settling, evapotranspiration and infiltration.

**Brownfield site:** Abandoned, vacant, derelict or under utilized property where past actions have resulted in real or perceived contamination and where there is an active potential for redevelopment. Brownfield sites include parcels of all sizes from corner gas stations to large areas encompassing many properties.

**Big Box Retail:** : As defined by the American Planning Association (Planning Advisory Service Report Number 537) a big box retail store is typically a one-story warehouse building with a height of 9m (30 ft) or more, simple and rectangular in construction, made of corrugated metal, concrete block, or brick-faced walls, and ranging in size from 1850-241000m$^2$ (20,000 to 260,000 ft$^2$). it is generally a stand-alone building with a larger parking lot or part of a larger shopping centre.

There are four major types of big-box stores: large general merchandise stores (for example TARGET), specialized products (for example HOME DEPOT), outlet stores, and warehouse clubs (or example COSTCO).




**Built form:** The engineered surroundings that provide the setting for human activity and includes buildings, streets and structures (including infrastructure).

**Catchment:** The surrounding area served by a commercial site

**Commercial:** Any area in the city in which the primary land use is commercial activities, which include shops, offices, theatres, restaurants, businesses et cetera.

**Community:** A geographic area of between 5,000 and 20,000 residents, that was planned comprehensively and developed over a period of time. This term also emphasizes the bonds that link residents to each other and to the neighbourhood they call home, or to a group with which they share a common interest.

**Community activity centres (CAC):** Areas of moderate job and population growth convenient to one or more communities and supported by the Primary Transit Network.

**Community retail 1:** A term used in the MDP that describes a retail centre with an approximate size of 9,300 m$^2$ retail space that serves multiple communities.

**Compact urban form:** A land-use pattern that encourages efficient use of land, walkable

# D SUPPORTING INFORMATION
## Glossary of Terms

neighbourhoods, mixed land uses (residential, retail, workplace and institutional all within one neighbourhood), proximity to transit and reduced need for infrastructure.

**Complete community:** A community that is fully developed and meets the needs of local residents through an entire lifetime. Complete communities include a full range of housing, commerce, recreational, institutional and public spaces. A complete community provides a physical and social environment where residents and visitors can live, learn, work and play.

**Complete street:** A street designed and operated to enable safe, attractive and comfortable access and travel for all users, including pedestrians, cyclists and public transit and private vehicle users. A complete street incorporates green infrastructure and optimizes public space and aesthetics wherever possible. The degree to which any one street supports different modes of transportation, green infrastructure or public space varies depending on surrounding context and role of the street.

**Connectivity:** The directness of links and the diversity of connections in a path or road network. A connected transportation system allows for more direct travel between destinations, offers more route options and makes active transportation more feasible.

**Corridors:** Corridors share many of the same attributes as Activity Centres, but are linear in nature and oriented along a street served by the Primary Transit Network.

**Crime Prevention through Environmental Design (CPTED):** The proper design and effective use of the built environment, which may lead to a reduction in the fear and incidence of crime and an improvement in quality of life.

**Density:** A measure of the number of dwelling units on a parcel of land, expressed in units per hectare or in units per parcel.

**Floor area ratio (FAR):**The quotient of the total gross floor area of a building on a parcel divided by the gross site area of the parcel. FAR is one of the measures to direct the size and massing of a building in relation to the area of the parcel of land it occupies.

**Green Infrastructure:** An interconnected network of natural green and engineered green elements applicable at multiple scales in the land use and mobility framework. Natural green elements include the conservation and integration of traditional green elements such as trees, wetlands, riparian areas and parks. Engineered green elements include systems and technologies designed to mimic ecological functions or to reduce impacts on ecological systems. Examples include green alleys, green buildings and green roadways and bridges.

**Greyfield site:** An outdated, vacant or failing commercial or institutional site. The term "grey" refers to the large area of concrete and asphalt that typically accompanies retail sites.

**Impervious surfaces:** Mainly artificial surfaces, such as building roofs, road pavements, sidewalks and parking lots that cannot be easily penetrated by water, thereby resulting in runoff

**Intensity:** A measure of the concentration of people and jobs within a given area calculated by totalling the number of people either living or working in a given area.

**Land use diversity:** An indicator used to describe the mix of different land uses within a given community.

**Large retail stores / Large retail drivers:** Retail stores typically around 9,000$m^2$ (96,000$ft^2$).

**Low Impact development (LID):** An approach to land development that uses various land planning and design practices and technologies to simultaneously conserve and protect natural resource systems and reduce infrastructure costs.

**Major activity centres (MAC):** Area of high job and population growth located in strategic areas central to larger residential catchment areas and linked city-wide by the Primary Transit Network.

# D SUPPORTING INFORMATION
## Glossary of Terms

**Medium format retail:** Single retail stores with sizes smaller than Big-Box Retail which means 1850m$^2$ (20,000 ft$^{2)}$ or smaller.

**(Metric):** A standard measure to assess performance in a particular area.

**Mixed-use development:** The development of land, a building or a structure with two or more different uses, such as residential, office and retail. Mixed use can occur vertically within a building horizontally on a site.

**Mobility Assessment Plan (MAP):** Framework for assessing the multi-modal transportation impacts of new developments. Replaces the Transportation Impact Assessment (TIA).

**Neighbourhood:** A distinct part of a larger community, containing up to 5,000 people. A neighbourhood is typically considered as an area within walking distance of a local commercial area, school, park, transit station, et cetera. As compact, pedestrian friendly and mixed use areas, the neighbourhood becomes the building block from which enduring settlements are formed.

**Neighbourhood activity centres (NAC):** Smaller mixed-use areas within neighbourhood districts that are appropriate locations for local job and population intensification, in scale with neighbourhood context.

**Neighbourhood Boulevard:** These streets form the backbone of Neighbourhood Corridors and Activity Centres. Pedestrians are given the highest priority on these streets, which are fully integrated with adjacent land uses and provide the highest level of connectivity of all street types. Similar to Urban Boulevards, high quality urban design and green infrastructure strategies are incorporated into Neighbourhood Boulevards.

**Pedestrian-oriented / pedestrian friendly:** An environment designed to make travel on foot safe, convenient, attractive and comfortable for various ages and abilities. Considerations include directness of the route, interest along the route, safety, amount of street activity, separation of pedestrians and traffic, street furniture, surface material, sidewalk width, prevailing wind direction, intersection treatment, curb cuts, ramps and landscaping.

**Pedestrian-scale / human scale:** Refers to the scale (height / proportions) and comfort level that the street level and lower storeys of a building provide for pedestrians as they walk alongside a building or buildings.

**Primary Transit Network (PTN):** A permanent network of high-frequency transit services, regardless of mode, that operates every 10 minutes or better, 15 hours a day, seven days a week

**Primary retail street:** A drive aisle in a commercial area comparable to Activity Centre streets defined in The City of Calgary's Complete Streets 2014. It has a primarily pedestrian focus, enhanced with public street elements including sidewalks, on-street parking, boulevard trees, and faced by front facades on both side of the street.

**Public realm:** The space around, between, and within buildings that are publicly accessible, including streets, squares, parks, and opens spaces. These areas and settings support of facilitate public life and social interaction.

**Redevelopment:** The creation of new units, uses or lots on previously developed land in existing communities.

**Regional retail centre:** This centre type provides general merchandise and services in full depth and variety. Its main attractions are its anchors: traditional, mass merchant, or discount department stores or fashion specialty stores. A typical regional centre is usually consists of inward oriented stores connected by common walkways and parking that surrounds the outside perimeter.

**Regional retail 1:** A term used in the MDP to describe a Regional Retail Centre with a size of 46,500 to 93,000m$^2$ retail space that serves a retail sector within the City of Calgary.

# D SUPPORTING INFORMATION
## Glossary of Terms

**Regional retail 2:** A term used in the MDP that describes a Regional Retail Centre with a size of 9,300 to 46,500m$^2$ retail space that serves a retail sector within the City of Calgary.

**Retail:** Retail is the sale of goods and services from individuals or businesses to the end-user.

**Retail Development Formats in Calgary:**
Community Town Centre, retail: 9,300-46,450m$^2$ (100,000 - 500,000ft$^2$), trade Area: 2-5 km, market size pop: 40,000+, example: Brentwood Village Mall

Regional Enclosed Centre, retail: 23,225-65,030m$^2$ (250,000 - 700,000 ft$^2$), trade area 6-12 km, market size pop: 100,000 - 250,000, example: Northland Village

Super-Regional Centre Enclosed, retail: 70,000m$^2$+ (750,000ft$^2$+), trade area 10+km, market size pop: 250,000+, example: Market Mall

Power Centre, Warehouse Club: retail 23,225m$^2$+ (250,000ft$^2$+), trade area 10+km, market size pop: 150,000+, example: Dearfoot Meadows

Factory Outlet Centre: retail 46,450-92,900m$^2$+ (500,000 - 1 million ft$^2$+), trade area: 20+km, market size pop: 500,000+, example: Deerfoot Outlet Mall, Cross Iron Mills

Lifestyle Centre: retail 13,935-55,740m$^2$ (150,000 - 600,000ft$^2$), trade area 10 - 20 km, market size pop: 100,000 - 500,000, example: The Core

**Retail pad building:** A group of several small and mid-size retail units within one building with multiple entries on all sides of the building

**Secondary retail street:** A drive aisle in a commercial area comparable to Activity Centre streets defined in The City of Calgary's Complete Streets 2014. It is enhanced with public street elements including sidewalks, on-street parking, boulevard trees, and faced by front facades of retail on one side of the street. Over time, it could evolve into a Primary Retail Street.

**Sense of place:** A strong identity and character that is felt by local inhabitants and visitors. Factors that help to create a strong sense of place include natural and cultural features, built form and architecture, mobility to and within the place and the people who frequent that place. Areas with a good sense of place often have elements that are appealing to the five senses (sight, smell, touch, taste, sound) and generally encourage people to linger longer and enjoy the atmosphere.

**Skeletal Road:** Skeletal roads have an emphasis on moving vehicular traffic over long distances. They typically operate at high speeds and have little direct interaction with adjacent land uses. Ideally, they should form a skeletal grid across the city with approximately three to five kilometre spacing.

**Small format retail:** Single retail stores with approximately 900 m$^2$ (10,000 ft$^2$) or smaller.

**Streetscape:** All the elements that make up the physical environment of a street and define its character. This includes paving, trees and vegetation, lighting, building type, style, setback, pedestrian, cycle and transit amenities, street furniture, et cetera.

**Street Wall:** The condition of enclosure along a street whereby the fronts of buildings align and the facades visually and physically join together to create a continuous defining edge for the street

**Super –Regional retail centre:** Similar to a Regional Center, but because of its larger size of greater than 93,000m$^2$ retail space, a super-regional centre has more anchors, a deeper selection of merchandise, and draws from a larger population base.

**Sustainability:** Meeting the needs of the present without compromising the ability of future generations to meet their own needs. It includes environmental, economic and social sustainability. Sustainability is defined by the 11 Sustainability Principles for Land Use and Mobility approved by Calgary City Council on Jan. 8, 2007.

**Transit stop:** A designated place within a public road right-of-way where buses or light rail cars stop for passengers to board or leave the vehicle. Transit stops typically have widened sidewalk space, shelters, seating, signs and electronic passenger information systems.

# D SUPPORTING INFORMATION
## Glossary of Terms

**Teaser parking:** A few parking spaces located in front of a business to lure customers with their apparent convenience. Teaser parking acts as a visual cue in the street, leading drivers to the access points for larger parking lots or garages

**Transit hub:** A place of connectivity where different modes of transportation (walking, cycling, bus and rail transit) come together seamlessly and where there is an attractive, intense and diverse concentration of housing, employment, shopping and other amenities around a major transit station.

**Transit-Oriented Development (TOD):** A compact, mixed-use community within walking distance of a transit stop, that mixes residential, retail, office, open space and public uses in a way that makes it convenient to travel on foot or by public transportation instead of by car.

**Transit-oriented, transit-friendly or transit supportive:** The elements of urban form and design that make transit more accessible and efficient. These range from land use elements (e.g., locating higher intensity housing and commercial uses along transit routes) to design (e.g., street layout that allows efficient bus routing). It also encompasses pedestrian-friendly features, as most transit riders begin and end their rides as pedestrians.

**Urban Boulevard:** A street type that forms the backbone of Urban Corridors and Activity Centres. It gives the highest priority to walking, cycling and transit but accommodates reasonably high volumes of vehicular traffic. Urban Boulevards are fully integrated with adjacent land uses and provide high levels of connectivity to surrounding communities and destinations. High quality urban design and green infrastructure are also critical components of Urban Boulevards.

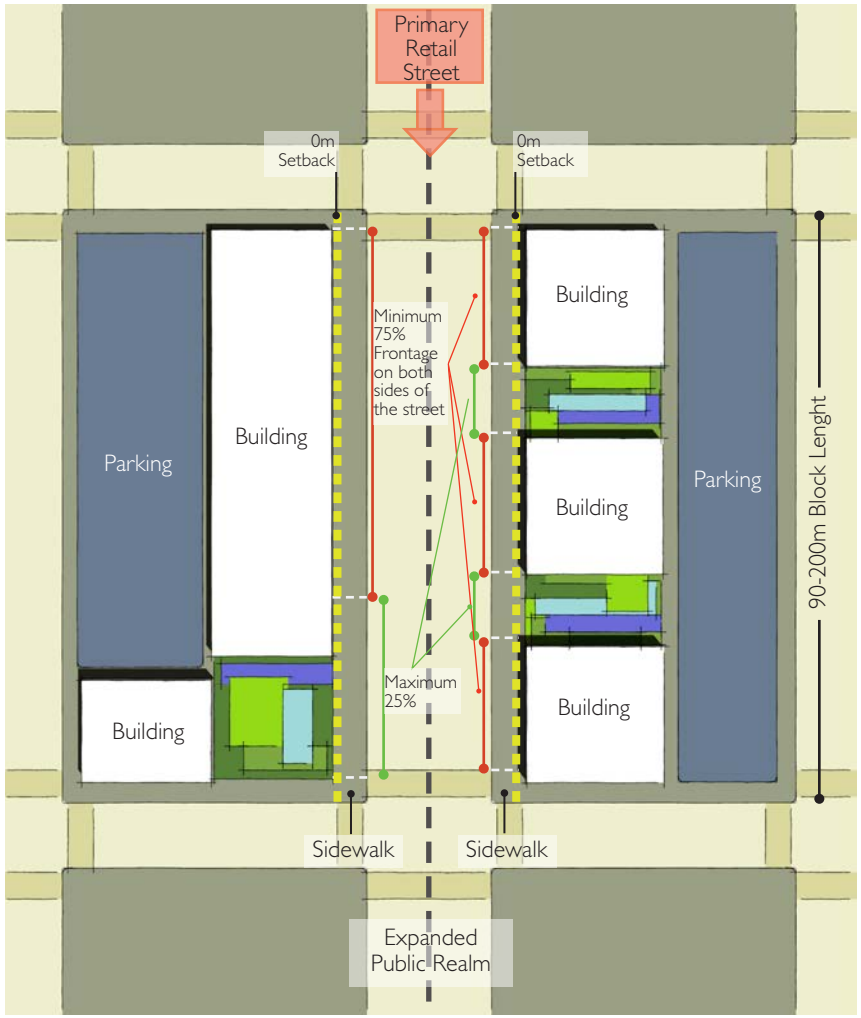
**Walkable:** see pedestrian-oriented.

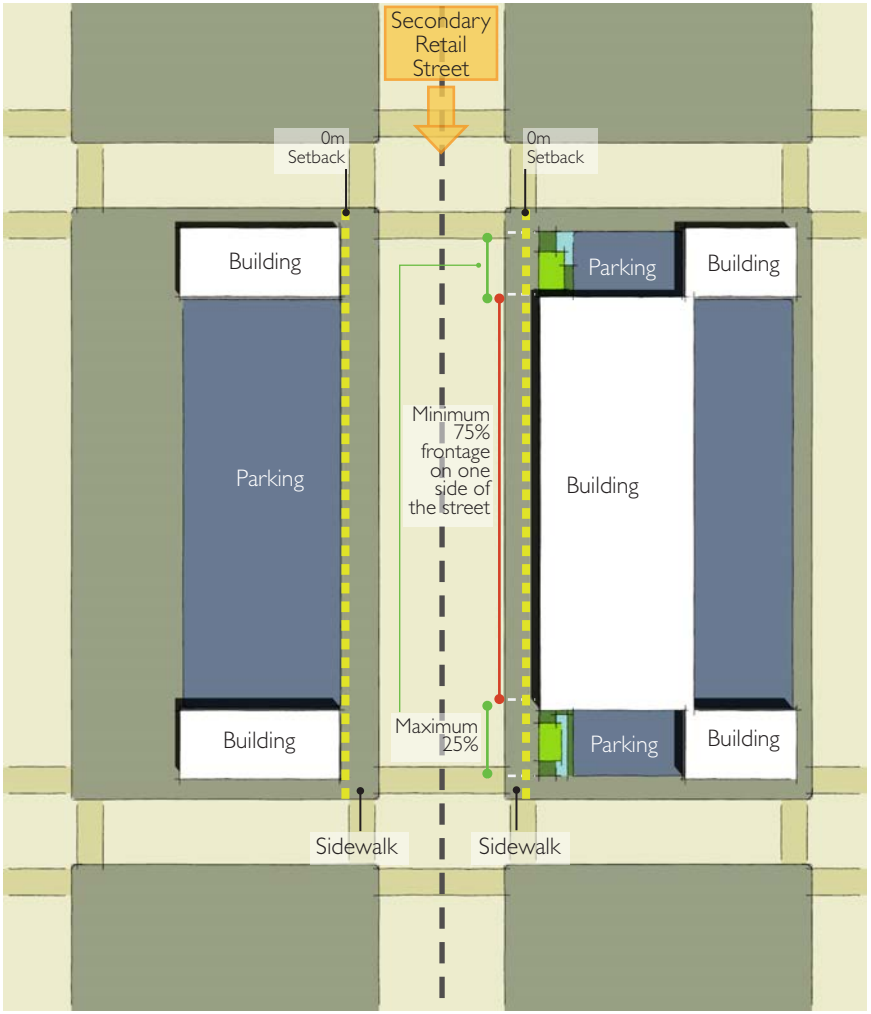
**Wayfinding:** A term used to describe how people respond to the built environment to orient themselves. Elements that contribute to wayfinding include reference points such as signage, natural areas or parks, landmark buildings, bridges, distinctive lighting, public art, et cetera.

**Winter City / Winter Design Guidelines:** Winter City is a concept for communities in northern latitudes that encourages them to plan their transportation systems, buildings, and recreation projects around the idea of using their infrastructure during all four seasons, rather than just two seasons (summer and autumn). Site design, transportation, infrastructure engineering, and architecture can all benefit from Winter City design principles that work with nature rather than against it, in order to make winter a positive part of a four-season lifestyle.

For more information refer to the website of the APA American Planning Association on city design and climate.

# D3 Primary Retail Street and Secondary Retail Street Setback Diagram



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# D SUPPORTING INFORMATION
## Notes